



NCAT  
NSW Civil &  
Administrative Tribunal

# NCAT

## Annual Report

### 2018-2019



**NCAT**  
NSW Civil &  
Administrative Tribunal

The Hon Mark Speakman SC MP  
Attorney General  
GPO Box 5341  
SYDNEY NSW 2001

Dear Attorney,

I am pleased to submit the 2018-2019 Annual Report for the NSW Civil and Administrative Tribunal.

The report summarises the Tribunal's performance and outcomes achieved during the period 1 July 2018 to 30 June 2019.

The report has been prepared in accordance with section 91 of the *Civil and Administrative Tribunal Act 2013* (NSW).

Following the tabling of the report in Parliament, it will be available for public access on the Tribunal's website at [www.ncat.nsw.gov.au](http://www.ncat.nsw.gov.au).

Yours sincerely,

*[signed]*

**The Hon Justice Lea Armstrong**  
President  
NSW Civil and Administrative Tribunal

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## NCAT Annual Report Structure

NCAT has structured the information in this annual report, in addition to the President’s Report and 2018-2019 in Review, in three parts. First, general information concerning the Tribunal as a whole is provided by reference to the eight areas of Tribunal excellence set out in the Australia and New Zealand Tribunal Excellence Framework (June 2017) published by the Council of Australasian Tribunals. The eight areas are:

- Independence
- Leadership and Effective Management
- Fair Treatment
- Accessibility
- Professionalism and Integrity
- Accountability
- Efficiency
- Client needs and satisfaction

Next, more specific information concerning each Division of the Tribunal and the Appeal Panel is contained in the Divisional and Appeal Panel Reports.

Finally, detailed information concerning certain aspects of the Tribunal’s functions and operations is provided in the appendices, as referred to in the other two parts.

# President's Report

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## The role of NCAT

The NSW Civil and Administrative Tribunal (NCAT) facilitates access to justice, dispute resolution for ordinary citizens, and enables government decision-making to be challenged in some areas of significance to the public.

In its sixth year of operation, NCAT received 68,388 applications and finalised 67,833, with a clearance rate of 99.2%.

NCAT deals with a wide range of matters. The top ten matter types by volume in descending order are:

1. Residential tenancy and social housing;
2. Guardianship and financial management matters in relation to people with impaired decision-making capacity;
3. Consumer claims;
4. Home building matters;
5. Strata and community title, retirement village and similar matters;
6. Motor vehicles;
7. Other commercial matters (including retail lease, agricultural tenancy and agency disputes);
8. Administrative reviews of government decisions including access to government information and privacy matters;
9. Professional disciplinary matters in respect of lawyers, medical practitioners and other professionals; and
10. Anti-discrimination matters.

The jurisdiction of the Tribunal continues to increase, and as the reach of legislative regulation expands, the Tribunal's role grows in social importance.

## NCAT Leadership

I was honoured to be appointed as the President of NCAT late last year. On 31 October 2018, I commenced a five-year term as President, my term following that of the outgoing President, the Honourable Justice Robertson Wright. I would like to take this opportunity to thank Justice Wright for his expertise and hard work as the inaugural President of this Tribunal, in which role his Honour oversaw the important establishment phase of NCAT.

A focus in my first year has been to ensure the continued delivery of high quality decisions and processes to ensure the Tribunal continues to be accessible and responsive to the needs of its users.

The first eight months in my new role also included a substantial amount of time devoted to member recruitment. This was an opportunity to both refresh the NCAT membership and to reappoint many experienced members for a further term.

There have been a number of changes in the NCAT Executive team during the reporting period. Magistrate Nancy Hennessy resigned from her role as full-time Deputy President and Division Head of the Administrative and Equal Opportunity Division. Further, the appointment of Hon Acting Judge Jennifer Boland AM, Deputy President and Division Head of the Occupational Division, came to an end and she did not seek reappointment to the Division Head role. NCAT is fortunate that both of these skilled and highly experienced Presidential Tribunal members agreed to continue at NCAT as part-time members, as Deputy Presidents and as Acting District Court Judges. I would like to convey my sincere thanks to Acting Judges Boland and Hennessy for their tremendous contribution to the important work of the Tribunal as Division Heads.

In February 2019, we welcomed Judge Susanne Cole to the NCAT Leadership Group, on the commencement of her appointments as Deputy President and Division Head of both the Administrative and Equal Opportunity Division and the Occupational Division, and as Judge of the District Court of NSW. Prior to these appointments, Judge Cole was a Judge of the District Court of South Australia and was previously a Deputy President of the South Australian Civil and Administrative Tribunal.

## Federal jurisdiction

The question of whether NCAT can exercise jurisdiction of the kind referred to in section 75 or 76 of the Commonwealth Constitution received judicial attention from this State's highest appellate court in 2018. In *Attorney General for New South Wales v Gatsby* [2018] NSWCA 254 the NSW Court of Appeal determined that the Tribunal is not a Court of the State for the purposes of Chapter III the Commonwealth Constitution and the *Judiciary Act 1903* (Cth). Accordingly, NCAT cannot exercise 'federal jurisdiction' of the kind referred to in sections 75 and 76 of the Constitution.

A variety of matter types and multiple parties to NCAT matters are affected by this. NCAT provides information about this in its *Federal Jurisdiction Fact Sheet* available on the NCAT website.

## Major project

On behalf of the Australian Guardianship and Administration Council (AGAC), members of the NCAT's Guardianship Division led the completion of a national project that developed best practice guidelines for tribunals that make decisions about people with decision-making disabilities. Tribunal Members are to encourage those people to meaningfully participate in hearings and the decision-making process. Over 150 individuals and group stakeholders were consulted on the draft guidelines and 39 submissions were received. The

full report is available on the AGAC website ([www.agac.org.au](http://www.agac.org.au)) and is a useful benchmark for reference in the future.

## What's next

The *Civil and Administrative Tribunal Act 2013* (the Act) commenced on 1 January 2014. Section 92 requires the Attorney General to undertake a review of the Act after five years.

The purpose of the review is to determine whether the policy objectives of the Act remain valid and whether the terms of the Act remain appropriate for securing those objectives. The review is also an opportunity for NCAT to reflect on what can be improved.

The review is underway and is being managed by the Department of Communities and Justice. Over 90 submissions have been received by the Department. A report will be tabled in Parliament by the Attorney General in the coming year.

I look forward to working with stakeholders in the implementation of any changes emanating from the review.

**The Hon Justice Lea Armstrong**  
President

# 2018-2019 in Review

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## 68,388 Applications lodged

- 63.0% of all applications lodged online
- 78.3% of applications in the Consumer and Commercial Division lodged online
- 655 internal appeals lodged

## 84,950 Hearings held

- Hearings were held in 75 locations across NSW with 31% of hearings in regional areas

## 67,833 Applications finalised

- Achieved an overall clearance ratio of 99.2%

## 167 Community consultations, stakeholder group meetings, Tribunal Member and staff training

## 4.68+ million Website page views

- Top 10 terms searched on the NCAT website in 2018-2019: hearing notes, adjournment, summons, appeal, fees, warrant, set aside, forms, sound recording and appeals.
- 1,299 followers on NCAT Twitter
- 3,456 subscribers to NCAT online alerts and e-newsletters

## 2018-2019 Applications

DIVISION	NUMBER	% OF TOTAL
Administrative and Equal Opportunity	777	1.1%
Consumer and Commercial	54,976	80.4%
Guardianship	11,716	17.1%
Occupational	264	0.4%
Internal Appeals	655	1.0%
<b>Total</b>	<b>68,388</b>	<b>100%</b>

Further statistical information is included in the Divisional and Appeal Panel Reports section of this Report



# Independence

“A tribunal’s degree of independence will influence public perception about the extent of the impartiality of the decision-making within the tribunal. This is particularly important in tribunals which deal with disputes involving the citizen and the State. Impartiality is essential for the delivery of predictable, just decisions and the acceptance of those decisions by the public.”<sup>3</sup>

## Legislative framework

NCAT is an independent statutory body established by the *Civil and Administrative Tribunal Act 2013* (NSW) (‘NCAT Act’). The NCAT Act contains provisions related to the establishment of the Tribunal, its jurisdiction, powers and procedures, and the appointment and removal of Members.

The objects specified in sections 3(a) and (g) of the NCAT Act include the establishment of NCAT as an independent Tribunal and the promotion of public confidence in Tribunal decision-making and in the conduct of Tribunal Members. To fulfil its objectives, NCAT aims to deliver Tribunal services that are just, prompt and accessible and has in place processes to monitor and assess these aspects of its work. These objectives underlie the work of the Tribunal, its Members and staff, and inform the delivery of NCAT’s services across NSW.

In their decision-making functions, Members are independent of, and not subject to the direction of, the Executive and have the same protections and immunity from suit as a Judge of the Supreme Court of NSW.

The independent decision-making role of the Tribunal is engaged by more than 164 separate Acts and subordinate legislation that confer broad and diverse powers on the Tribunal. These powers are exercised by the four Divisions and the Appeal Panel of NCAT. A list of the enabling legislation is

provided at Appendix 1. Information about legislative changes during the year is provided at Appendix 2.

## Member appointments and tenure

The Tribunal’s membership is structurally separate from the legislative and executive branches of government. The NCAT Act (in Part 2 and in Schedule 2) establishes the requirements for appointment, qualifications, remuneration and other aspects of tenure applying to presidential and non-presidential Members of the Tribunal.

The President, who must be a Supreme Court Judge, is appointed to the Tribunal by the Governor of New South Wales. The Governor also appoints the Deputy Presidents of the Tribunal. Principal Members, Senior Members and General Members are appointed by the Attorney General. Aside from the President who must be full-time, Members may be appointed on a full-time or a part-time basis.

All appointments are for terms of up to five years and Members may be reappointed on the expiration of their terms. Apart from the President, Members may be removed from office by the Governor for incapacity, incompetence or misbehaviour. Members must be assigned by the President to a Division of the Tribunal and may be cross-assigned by the President to one or more Divisions.

<sup>3</sup> *Australia and New Zealand Tribunal Excellence Framework – 2<sup>nd</sup> Edition 2017* p 11

At 30 June 2019, the Tribunal had 266 Members, including the President, Deputy Presidents, Principal Members, Senior Members and General Members, who bring a range of qualifications, experience and expertise to Tribunal decision-making. They are located in the Sydney metropolitan and regional areas to provide flexibility and to ensure NCAT's services are available and accessible.

Apart from the appointment of current and former senior Judicial Officers as Members of the Tribunal, appointment to the Tribunal by the Governor or the Attorney General generally follows a merit-based recruitment process approved by the Attorney General. The process involves widespread advertising seeking expressions of interest in appointment and the convening of an appointment committee (including a nominee or nominees of the Attorney General) which assesses applications, interviews candidates and carries out reference checks. The committee reports to the President whose duty under the NCAT Act is to provide advice concerning appointments and reappointments to the Attorney General. Member recruitment activity completed during the year refreshed the Tribunal's membership, and resulted in a number of reappointments as well as new Members being appointed and assigned to Divisions.

Members may at any time indicate their interest in being cross-assigned to other Divisions. Whether a Member is cross-assigned depends on the needs of the Division in question at the particular time as well as the expertise of the particular Member. Cross-assignment provides greater flexibility in allocating Members to hear cases, assists in developing the expertise of Members, and ensures Members' skills and experience are available where required in appropriate cases.

A list of Tribunal Members is provided at Appendix 3, with brief biographies that illustrate the depth of experience within the Tribunal's membership.

## Administrative support

Administrative support for the Tribunal and its Members is provided by staff, under the direction of the Executive Director and Principal Registrar. Staff operate out of NCAT Registries located in the Sydney CBD, metropolitan and regional areas. At 30 June 2019, NCAT had 189.7 FTE staff.

A range of staff learning and development activities are conducted across NCAT. In 2019 the NCAT Staff Learning and Development Program was reviewed and published. The program included new training courses for staff on privacy and working with clients from diverse backgrounds.

All NCAT managers attended workshops as part of the NCAT leadership program. In 2019, this program was expanded to include group projects allowing managers from across the Tribunal to work together to deliver staff and client-focused products and service improvements.

The NCAT Staff Learning and Development Program also provides Registry staff and Managers with access to a range of eLearning and face-to-face courses offered by NCAT and through the Department of Justice. This training complements activities and on-the-job training that reinforce and expand existing skill levels within Registries.

## Budget and funding sources

NCAT's budget is made up of:

- Filing and other fees received by NCAT for its services allowed for under the *Civil and Administrative Tribunal Regulation 2013* (NSW).
- Recurrent funding from the NSW Treasury.
- Funds from various agencies for cost recovery of work performed. Examples include:
  - NSW Public Purpose Fund which provides funding relating to professional discipline matters against legal practitioners in accordance with the *Legal Profession Uniform Law Application Act 2014*.

- NSW Department of Finance, Services and Innovation derived from statutory sources including the Property Services Statutory Interest Account, Rental Bond Board, and the Home Building Administration Fund.
- Health Professional Councils Authority, and the Australian Health Practitioner Regulation Agency (AHPRA).

NCAT's Expenditure Report for the 2018-2019 financial year is attached at Appendix 5.

# Leadership and effective management

“Strong leadership within a tribunal requires the creation of a highly professional management group which is able to focus on innovation and continuous improvement as well as anticipate changes in society which may influence demands within the tribunal.

... Excellent tribunals encourage and support the head, senior decision makers, non-member tribunal administrators and tribunal members (with leadership roles) to take part in courses to improve their management skills.”<sup>4</sup>

## Leadership group

### President

The current President of NCAT is the Hon Justice Lea Armstrong, whose five-year term commenced on 31 October 2018 and at which time she was also sworn in as a Judge of the NSW Supreme Court.

The President’s functions include directing the business of the Tribunal, facilitating the adoption of good administrative practices for the conduct of the Tribunal’s business, managing Members and advising the Attorney General about appointments, reappointments and removal of Members.

### Division Heads/Deputy Presidents

Each of NCAT’s four Divisions is headed by a Deputy President. The Division Head is responsible for the management of matters within that Division (subject to the direction of the President), and exercises the statutory functions conferred by the NCAT Act as well as functions under delegation from the President.

As at 1 July 2018, the four Deputy Presidents and Division Heads were:

- Acting Judge Jennifer Boland AM, Head of the Occupational Division

- Magistrate Nancy Hennessy, Head of the Administrative and Equal Opportunity Division
- Mr Malcolm Schyvens, Head of the Guardianship Division
- Mr Stuart Westgarth, Head of the Consumer and Commercial Division.

As at 30 June 2019, the three Division Heads (all Deputy Presidents) were:

- Judge Susanne Cole, Head of the Administrative and Equal Opportunity Division and Occupational Division
- Mr Malcolm Schyvens, Head of the Guardianship Division
- Mr Stuart Westgarth, Head of the Consumer and Commercial Division

At the end of their time as Division Heads in February 2019, Acting Judge Boland was reappointed as a part-time Deputy President of NCAT, and Nancy Hennessy was appointed an Acting Judge of the District Court of NSW and a part-time Deputy President of NCAT.

### Executive Director and Principal Registrar

The Executive Director and Principal Registrar assists the President in the leadership and management of NCAT and undertakes statutory and other functions conferred by the NCAT Act and other legislation.

<sup>4</sup> *Australia and New Zealand Tribunal Excellence Framework – 2<sup>nd</sup> Edition 2017* p 14

Ms Cathy Szczygielski is the Executive Director and Principal Registrar.

## Director and Registrar Principal Registry

The Director and Registrar Principal Registry is responsible for managing a range of business and operational support functions for the Tribunal and assists the Principal Registrar.

Ms Amanda Curtin is the Director and Registrar Principal Registry.

## Director and Registrars

In each Division of NCAT, a Director and Registrar or Registrar is responsible for the management of Divisional Registry staff and other functions as delegated by the Principal Registrar.

At 30 June 2019, the two Directors and Registrars, and one Registrar, were:

- Ms Pauline Green, Director and Registrar for the Consumer and Commercial Division
- Ms Jane Pritchard, Director and Registrar for the Guardianship Division
- Ms Louise Clegg, Registrar for the Administrative and Equal Opportunity Division, Occupational Division and Appeal Panel.

## Governance

### Rule Committee

The Rule Committee of the Tribunal is established by section 24 of the NCAT Act and comprises the President and the Division Heads, and any person appointed by the President. The Principal Registrar is the Secretary of the Rule Committee. Its function is to make rules for the Tribunal and to ensure that the rules are as flexible and informal as possible.

The *Civil and Administrative Tribunal Rules 2014* apply to proceedings in the Tribunal. The Rules ensure matters are dealt with in a way that is accessible, fair and just. They also help the Tribunal

and parties resolve disputes consistently, economically and promptly while allowing flexibility to cater for different needs of particular parties.

The Rule Committee meets as required and did not meet during the reporting period.

### Management meetings

The following meetings are held regularly to manage and guide the operations of NCAT to ensure it achieves its legislative objectives.

### NCAT Executive

The NCAT Executive comprises the President, Division Heads, and the Executive Director and Principal Registrar. The Group meets formally each month to review the performance and management of the Tribunal.

### Extended Leadership Group

The Extended Leadership Group comprises the NCAT Executive and the Principal Member Appeals, Director and Registrar Principal Registry, the Director and Registrars and Registrar of each Division. The Extended Leadership Group meets each quarter.

### Additional committees

In addition to the NCAT Executive and Extended Leadership Group Meetings, the President supports a number of committees to encourage innovation and improvement in specific aspects of the work of the Tribunal.

### Practice and Procedure Committee

The Practice and Procedure Committee provides advice and makes recommendations to the President, the Rule Committee and the NCAT Executive on the processes, legislation and practice and procedure relevant to the operation of NCAT.

The Practice and Procedure Committee meets as required and did not meet during the reporting period.

## Accessibility Committee

The Accessibility Committee provides advice and makes recommendations to the President, Division Heads and the Executive Director and Principal Registrar on how the Tribunal might deliver its services in a way that assists all users and potential users. The focus of the committee is to recognise the diversity of all Tribunal users including race, culture and language, sexual orientation, gender, disability, religion or beliefs, socio-economic circumstances or geographic location.

The Accessibility Committee includes Members from each Division, Directors and Registrars from the Divisions and staff representatives from the Principal Registry and NCAT Divisions. The Committee met twice during the reporting period.

## Professional Development Committee

The Member Professional Development Committee provides advice and makes recommendations to the President and Division Heads about the professional development of Members. The Committee also co-ordinates the preparation, delivery and assessment of professional development activities for Members across the Tribunal.

The principal tasks of the Committee have been to facilitate Divisional and NCAT-wide Member training, maintain an induction program for new Members and develop a Tribunal-specific Member feedback and appraisal framework. The Committee also makes recommendations to the President about the annual budget for professional development of Members.

During the reporting period, the Committee was responsible for the launch of a wellbeing program for Members which included training provided by the Black Dog Institute and the launch of a Member Wellbeing resource centre hosted on the NCAT Intranet. This was in addition to supporting Member induction training, Members' attendance at the NSW Council of Australasian Tribunals (COAT) Conference, and the National COAT Conference, as

well as jurisdiction-specific training across all Divisions.

The Professional Development Committee is chaired by a Deputy President and comprises representatives from each Division, and the Manager Professional Services. The Committee met 10 times during the reporting period.

## Dispute Resolution Integration Committee

The Dispute Resolution Integration Committee provides advice and makes recommendations to the President and Division Heads about integration of resolution processes in the practice and procedures of the Tribunal to facilitate the just, quick, and cheap resolution of the real issues in proceedings.

The Dispute Resolution Integration Committee meets as required and did not meet during the reporting period.

## Disclosure of information

In addition to its annual reports, NCAT regularly discloses selected information on the performance of the Tribunal and the Divisions at the meetings of the NCAT Liaison Group and the Divisional Consultative Forums. The Liaison Group and the Consultative Forums are detailed in Appendix 9.

In addition, the Tribunal makes available collated, de-identified information concerning the caseload and performance of the Tribunal on request, in accordance with *NCAT Policy 3 – Provision of Statistical Data*.

# Fair treatment

“A central obligation of a tribunal is the provision of a fair hearing.

A fair hearing involves the opportunity for each party to put their case – the right to be heard – and have the case determined impartially and according to law. It involves identifying the difficulties experienced by any party, whether due to lack of representation, unfamiliarity with the law, language, culture, disability or any other matter, and finding ways to assist parties through the tribunal process.”<sup>5</sup>

## Member Code of Conduct

NCAT’s Member Code of Conduct, issued by the President under section 20 of the NCAT Act, is set out in full at Appendix 4. The Code requires all Members, among other things:

- to provide a fair hearing to all parties
- to avoid circumstances that might give rise to a conflict of interest and to advise the parties of any potential conflicts that have arisen or may arise
- to conduct proceedings in a manner that is patient, courteous and respectful of all parties, representatives, witnesses, staff and others with whom the Members have to deal.

## Internal appeals

One of the most significant and effective ways in which the Tribunal ensures the fairness, as well as the consistency and quality, of its decisions is through the internal appeal process. Under sections 32 and 80 of the NCAT Act, parties generally have a right to appeal to the Appeal Panel from:

- any decision made by the Tribunal in proceedings for a general decision or an administrative review decision
- any decision made by a registrar of a kind that is internally appealable.

The vast majority of first instance decisions made by the Tribunal can be appealed to the Appeal Panel. Appeals can be made as of right on a question of law and, by leave of the Appeal Panel, on any other grounds.

The Appeal Panel hears appeals, usually by two or three Members. Appeal Panel Members are drawn from across NCAT’s membership but the presiding Member is usually a Presidential or Principal Member or another senior legal practitioner. As at 30 June 2019, there were 82 Members from all NCAT Divisions sitting on the Appeal Panel. Registry staff provide administrative support to the Members who hear internal appeals.

The internal appeals process permits decisions at first instance to be scrutinised and, where appropriate, corrected without the expense or time involved in bringing proceedings in the Supreme Court. This scrutiny also improves the standard and quality of decision-making and writing throughout the Tribunal. It provides Tribunal users with a cost-effective and efficient appeal mechanism. More information about the internal appeals process is included at Appendix 7.

During 2018-2019, 655 appeals were lodged with the Tribunal and 671 appeals were finalised.

The *NCAT Appeal Panel Decisions Digest* is a regular publication which provides keyword summaries of all internal appeal decisions and more detailed summaries of significant decisions.

<sup>5</sup> *Australia and New Zealand Tribunal Excellence Framework – 2<sup>nd</sup> Edition 2017* p 16

## Service Charter and service enhancement projects

The *NCAT Service Charter* aims to give practical expression to the legislative object in section 3(e) of the NCAT Act by ensuring decisions and other resolution services provided by the Tribunal are timely, fair, consistent, and of a high quality.

Outcomes from current initiatives mentioned elsewhere in this report, including the work of the Accessibility Committee, and the continuing work of the Principal Registry and the Divisions, will contribute to NCAT maintaining its commitment to timely, fair, consistent and high quality services by:

- providing simple processes that should be readily understood and used by all, regardless of their education, language, experience in a legal environment or familiarity with court or Tribunal proceedings
- being accessible regardless of factors such as age, disability, cultural background, sex or geographical location
- being attentive and responsive to the needs of all, including those from multicultural communities
- communicating effectively with relevant people and organisations
- responding promptly to suggestions about practice and procedures, and
- receiving and responding to feedback, including comments, complaints and concerns.

## Procedures and processes

Hearings in the Tribunal are, except in very limited cases, oral hearings in which parties generally participate in person or through a representative present at the hearing. In appropriate cases, parties, representatives or witnesses participate by video conference or by telephone. Under section 50 of the NCAT Act, the Tribunal can decide to determine a matter without an oral hearing, but only if the Tribunal has given the parties an opportunity to

make submissions on dispensing with an oral hearing, taken those submissions into account, and is satisfied that the issues for determination can be adequately determined in the absence of the parties on the papers.

Any hearing by the Tribunal is required by section 49 of the NCAT Act to be open to the public unless the Tribunal orders otherwise.

All NCAT hearings are sound recorded. An audio copy of the recording of the hearing is made available, for a fee, to parties or their representatives upon request. Mediations, conciliations and other resolution processes apart from formal hearings are generally not sound recorded.

NCAT embraces a culture that supports and encourages the use of innovative and effective dispute resolution techniques.

Where a matter is not appropriate for a negotiated outcome, NCAT assists parties to focus on identifying the 'real issues' in dispute, to support an efficient hearing process and more timely resolution of the matter.

NCAT uses a range of resolution processes depending upon the nature and volume of proceedings, the requirements of the enabling legislation and the differing roles of each Division. Information about the resolution processes employed across NCAT's broad jurisdiction is at Appendix 7.

## Representation before the Tribunal

Parties may wish to be represented in the Tribunal but, depending on the particular Division or legislation under which the proceedings are brought, leave of the Tribunal may be required. Leave to be represented is generally required in most matters in the Consumer and Commercial Division and the Guardianship Division. This is not



the case in the Administrative and Equal Opportunity Division or the Occupational Division.

The Tribunal is sensitive to the need to provide an accessible and efficient means of resolving disputes in an environment which is not inappropriately adversarial or confrontational. As a consequence, a large proportion of the parties who appear before the Tribunal are self-represented. Many parties may only need to use NCAT's services once so it is essential that information on the nature and conduct of proceedings in the Tribunal is available to assist them to understand their role and how to prepare their evidence.

### **Guardian ad Litem and Separate Representation**

The Tribunal may appoint a Guardian ad Litem (GAL) or a Separate Representative to represent a person who is under the age of 18 or who is totally or partially incapable of representing himself or herself. Incapacity may result from an intellectual, psychological or physical disability, physical or mental illness or advanced age. A party may apply to the Tribunal for the appointment of a GAL or the Tribunal may appoint a GAL on its own initiative. GALs are most often appointed in matters before the Administrative and Equal Opportunity Division of NCAT, or in Guardianship Division matters before the Appeal Panel.

Separate Representatives, who are lawyers, are most often appointed in the Guardianship Division to represent the interests of the person who is the subject of the application.

### **Interpreter services**

Interpreter services are provided for parties at NCAT hearings, upon request. Requests for interpreters can be made on the application form, in writing or by contacting the NCAT Registry as soon as practicable before the hearing date.

During 2018-2019, approximately 3,600 parties requested interpreter services for their hearings. The top interpreter languages requested were Mandarin, Arabic, Cantonese, Greek, Vietnamese, Korean, Spanish, Italian, Persian and Macedonian.

### **Cultural issues**

NCAT takes part in events to assist people from culturally and linguistically diverse (CALD) communities to understand the role of the Tribunal and its services.

During the reporting period, a Deputy President and Principal Member were members of the Cultural Diversity Justice Network organised by the Judicial Council on Cultural Diversity (JCCD), and attended a national meeting of the Network.

NCAT's focus on working with interpreters continued in the 2018-2019 reporting year with a Senior Member giving a presentation, *A conversation between interpreters and Tribunal members*, at the UNSW Legal Interpreting Symposium 2019.

Throughout 2018-2019, NCAT promoted its educational videos which are available in English, Mandarin, Arabic, Greek and Vietnamese, and captioned in each of these languages. This translated information helps parties from CALD communities to access NCAT's services and participate effectively in Tribunal proceedings.

# Accessibility

“Access to justice is a fundamental human right and a core principle of the rule of law. Tribunals as well as courts have an obligation to provide the community they serve with access to a fair hearing.”<sup>6</sup>

“Tribunal fees, forms and processes have an important impact on access to justice, as does the extent of information and assistance provided to parties.”<sup>7</sup>

“The location and time that a tribunal hears disputes also directly affects access to justice. Those living in regional and remote locations should have the same level of access to the tribunal as those who live in metropolitan areas.”<sup>8</sup>

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## Accessing NCAT services including online

NCAT offers a wide range of services for parties with differing needs. These services have been designed so litigants in person can readily access the Tribunal. As a result, parties conduct their cases without legal representation in a significant proportion of cases.

The Tribunal offers some online services to allow more people to transact their business over the internet. Information about our services is also available from Service NSW and the NCAT website.

Applications can be lodged in person at NCAT Registries and Service NSW, by post, or using *NCAT Online* for certain applications to the Consumer and Commercial Division. During 2018-2019, 78.3% of all applications received in that Division were lodged online.

## NCAT Registries

There are NCAT Registries in six locations across the state. The Principal Registry is located in the Sydney CBD and provides support services for all Divisions of the Tribunal. Other NCAT Registries are located

in the Sydney CBD, metropolitan and regional areas. These Registries are open during business hours. The Guardianship Division provides an after-hours service where urgent hearings are required.

During 2019, NCAT’s Liverpool Registry relocated to a new office within the Liverpool CBD due to the expiry of the lease. This provided an opportunity to update the registry and hearing room facilities which feature the latest video conferencing and digital sound recording technology. The hearing room benches have been designed to be used flexibly and to meet the requirements of all Divisions. The move to the new centrally located premises was undertaken without any disruption to client services.

## Website and social media

The NCAT website is the primary information point for people interested in bringing a matter to the Tribunal, or finding out more about NCAT’s role and operations. The importance of the website is evidenced by the fact that it received more than 4.68 million views in 2018-2019.

The website is mobile friendly and people can use assistive technologies to access online information. An ongoing program of website maintenance ensures the accuracy of information and identifies where improvements might be needed. Feedback received through NCAT’s online feedback form and

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<sup>6</sup> *Australia and New Zealand Tribunal Excellence Framework – 2<sup>nd</sup> Edition* 2017 p 17

<sup>7</sup> *Ibid.* p 19

<sup>8</sup> *Ibid.* p 20

website analytics are used to inform improvements to the website.

Social media is also used by NCAT to extend its reach to online audiences. NCAT's social media featured posts and comments about new and updated resources and forms, service news, and topical Divisional information. By 30 June 2019, the NCAT Twitter account had 1,299 followers; this is an increase in the number of social media followers from the previous reporting year.

## Resources and assistance

A variety of online resources, including fact sheets and forms, are available on the NCAT website. The following new information was added to the website during the year.

- The Consumer and Commercial Division *Adjournment Request Form* was developed to help parties request a change to their hearing date, increasing accessibility to the Tribunal.
- The Guardianship Division's *Restrictive Practices Fact Sheet* was published in Easy Read format.
- The *Domestic Violence Protocol* was developed to assist victims of domestic violence to have confidence in the Tribunal system, and to empower them to actively participate in proceedings. The protocol has a focus on the new domestic violence tenancy laws.
- Information about the National Disability Insurance Scheme (NDIS) and the role of NCAT.

In addition, various fact sheets and application forms were updated following legislative change or to improve and clarify the information and guidance they contain.

- Changes to the *Fair Trading Act 1987* resulted in a new redetermination of consumer guarantee directions form and web page.
- Changes to the *Guardianship Act 1987* added the NSW Public Guardian and NSW Trustee and Guardian as statutory parties to guardianship proceedings. This resulted in changes to a

number of Guardianship Division forms. These forms included the review of guardianship orders, enduring guardian and enduring power of attorney.

NCAT operates three subscription services that deliver regular alerts and e-newsletters to subscribers by email. *What's New* email alerts offer regular updates about publications and Tribunal operations. People can also subscribe to the *NCAT Legal Bulletin* e-newsletter which provides a summary of relevant and interesting case law of significance to the work of the Tribunal.

A subscription service for the *NCAT Appeal Panel Decisions Digest* provides keyword summaries of all NCAT Internal Appeal decisions published on the NSW Caselaw website.

During 2018-2019, five *What's New* alerts were issued to 1,443 subscribers, 10 issues of the *NCAT Legal Bulletin* were distributed to 1,464 subscribers, and 549 subscribers received 12 issues of the *NCAT Appeal Panel Decisions Digest*.

## Videos in community languages

In addition to written information provided in a number of languages, NCAT has a series of educational videos that offer a practical understanding of the way in which a range of matters are dealt with before the Tribunal. The videos feature dramatised scenarios about each of the Divisions and are presented in English and four community languages.

## Hearing locations and times

Tribunal hearings are conducted in hearing rooms co-located with NCAT Registries and in a range of court houses and other venues in 75 locations in metropolitan and regional areas.

NCAT's principal hearing venues have been designed, where possible, to accommodate the needs of persons with disabilities (including physical

**Table 1 – NCAT Regional Hearings 2018-2019**

REGION	AEOD	CCD	GD	OD	NCAT TOTAL	% REGIONAL HEARINGS	% ALL NCAT HEARINGS
Hunter / New England / Central Coast	21	9,912	1,598	1	11,532	43%	14%
Illawarra / Shoalhaven	2	3,503	436	0	3,941	15%	5%
Mid North Coast	2	2,396	448	1	2,847	11%	3%
Northern NSW	5	2,219	185	1	2,410	9%	3%
Western NSW	12	2,335	243	0	2,590	10%	3%
Murray / Riverina	4	1,497	193	1	1,695	6%	2%
Southern NSW	4	1,372	150	0	1,526	6%	2%
<b>NCAT Total Regional Hearings</b>	<b>50</b>	<b>23,234</b>	<b>3,253</b>	<b>4</b>	<b>26,541</b>	<b>100%</b>	<b>31%</b>
All NCAT Hearings					<b>84,950</b>	<b>31%</b>	

disabilities, dementia, intellectual disability, brain injury or mental illness), and to provide purpose-built hearing rooms and adequate security, waiting and conference facilities.

In 2018-2019, there were 84,950 NCAT hearings held across NSW, and 31% of these hearings took place in regional locations. Details of the regional hearing venues used by the Tribunal during the year can be found at Table 1.

Sittings usually occur within normal business hours in all locations. Urgent or similar hearings can be held outside those hours if required. In particular, the Guardianship Division operates an after hours service for urgent applications that need to be heard outside normal business hours. These hearings are often conducted by telephone and can be held within hours of receiving the application.

## Alternative access to hearings

### Video conferencing

This year NCAT continued to increase its Audio-Visual Link (AVL) facilities. The increased AVL facilities introduced in the previous year and as part of the relocation of the Liverpool Registry this year has resulted in an overall increase in the number of hearings where AVL technology was used. In 2018-

2019 AVL technology was used in over 2,240 hearings representing a 32% increase on the previous year.

NCAT's use of AVL technology allows parties to participate in the hearing process where they are otherwise unable to attend. This can include when the party to the proceedings is in hospital or unable to travel to the hearing location. AVL technology also allows greater flexibility for Members based in Sydney who have special expertise to hear matters where the parties are located elsewhere.

### Telephone hearings

Tribunal hearings by telephone may be available for parties who are unable to travel, or who, because of their location, would need to travel a significant distance to the closest hearing venue and would incur substantial travel costs. The *Telephone Hearings* fact sheet provides information about how to request and participate in this type of hearing.

### Fees and charges

NCAT's schedule of fees and charges for the filing of applications, appeals and other services as at 30 June 2019 is included at Appendix 8. The payment options available include cash, cheque, credit card and eftpos. A credit card payment authority form

extends the convenience of this payment option to parties who lodge applications by post.

Pensioners or students receiving an allowance or people receiving a grant of legal aid or assistance from a community legal centre may be eligible to pay a reduced fee.

In special circumstances NCAT will consider requests for the fee payment for applications to be postponed, waived wholly or in part. Fee waiver requests are considered under clause 6 of the *Civil and Administrative Tribunal Regulation 2013*. Information about fees, including how to apply for a fee waiver, is available on the NCAT website.

## Legal assistance

A variety of support services across NSW can assist people in bringing their disputes to the Tribunal.

The NCAT website offers information about a number of services and organisations that offer free or low-cost legal information, advice and assistance, including those that operate referral services to lawyers who may provide pro bono legal services. Many of these organisations and services, including aged-care and disability services that provide information and help to parties involved in guardianship matters, are listed on the *Getting Help* fact sheet.

Legal Aid NSW provides a duty lawyer scheme for NCAT parties involved in anti-discrimination disputes and Working with Children Check matters in the Administrative and Equal Opportunity Division. The pilot program where Legal Aid NSW assisted people involved in general and motor vehicle consumer claims before the first hearing in the Consumer and Commercial Division was finalised this year. Although the pilot was successful, the volume of people assisted was small and was not considered to be viable as an ongoing service. Legal Aid NSW also provides legal assistance to parties appearing in residential tenancy appeals.

NCAT may refer parties to anti-discrimination matters to the NSW Bar Association's Legal Assistance Referral Scheme (LARS). LARS tries to match a request for legal assistance with a barrister who may be able to give advice, appear for the party or help a party settle a case.

## Additional assistance

NCAT aims to ensure that parties and others involved in the Tribunal's processes receive any reasonably necessary assistance such as:

- making documents available in different formats to meet the needs of the client
- providing flexible hearing rooms with varying degrees of formality appropriate to the jurisdiction
- accessing hearing loops in Tribunal hearing venues
- using the National Relay Service (NRS) for parties with hearing or speech impairments
- providing interpreters for people from non-English speaking backgrounds, and Auslan interpreters for deaf people.

Member and staff training in the provision of such assistance is included in their respective development and training programs, as appropriate.

Members also have obligations under section 38(5) of the NCAT Act to take reasonable steps to ensure that parties understand the nature of the proceedings and, if request+ed, to explain any procedural aspect of the Tribunal.

## Procedural directions, guidelines and policies

Section 26 of the NCAT Act makes provision for the President to give binding procedural directions and, in addition, the Tribunal issues guidelines and policies that provide further guidance to parties about how matters are to be dealt with at the Tribunal. Procedural directions, guidelines and

policies may apply across NCAT or at the Divisional level and are prepared in consultation with the Practice and Procedure Committee.

Throughout the 2018-2019 reporting year the following NCAT Policies and Procedural Directions were updated:

- NCAT Policy 4 – Access to, and Publication of, Information Derived from Proceedings in the Tribunal.
- NCAT Procedural Direction 3 – Expert Evidence.

The following procedural directions, guidelines, policies and other documents are current and available on the NCAT website.

## **NCAT Procedural Directions**

NCAT Procedural Direction 1 – Service and Giving Notice

NCAT Procedural Direction 2 – Summonses

NCAT Procedural Direction 3 – Expert Evidence

NCAT Procedural Direction 4 – Registrars' Powers Directions

NCAT Procedural Direction 5 – Acceptance of Home Building Claims

## **Guidelines**

### **Administrative and Equal Opportunity Division**

Adjournments

Confidentiality, privacy and publication

Costs

Resolution processes

Representatives – Guardian ad litem (GAL)

### **Consumer and Commercial Division**

Adjournments

Conciliation and hearing by the same Member

Confidentiality, privacy and publication

Costs

Home building applications

Online applications

Representation

Representatives - Guardian ad litem (GAL)

Use of electronic evidence in Tribunal proceedings

## **Guardianship Division**

Adjournments

Confidentiality, privacy and publication

Costs

Representation

## **Occupational Division**

Adjournments

Confidentiality, privacy and publication

Costs

Health Professionals Registration Appeals

Professional Discipline Matters

Representatives – Guardian ad litem (GAL)

Resolution processes

## **Appeal Panel**

Internal Appeals

## **NCAT Policies**

NCAT Policy 1 – Complaints

NCAT Policy 2 – Publishing Reasons for Decisions

NCAT Policy 3 – Provision of Statistical Data

NCAT Policy 4 – Access to and Publication of Information Derived from Proceedings

NCAT Policy 5 – Member Participation in External Engagements

NCAT Policy 6 - Communicating with the Tribunal and Members

## **Other documents**

NCAT Domestic Violence Protocol

NCAT Member Code of Conduct

NCAT Service Charter

# Professionalism and integrity

“The core competencies [for Tribunal Members] include:

- knowledge and technical skills;
- communication (including cultural competency and working with interpreters);
- decision-making;
- professionalism and integrity;
- efficiency; and
- leadership and management.”<sup>9</sup>

## Competency framework and performance appraisal

The *NCAT Member Competency Framework* is based on the Council of Australasian Tribunals Competency Framework and identifies the critical competencies, abilities and qualities required to be an effective Tribunal Member. NCAT uses its Framework to provide the basis for Member appraisals conducted in all Divisions of the Tribunal to assist Members to understand and improve their performance. It also forms part of the assessment and basis of recommendation of candidates for appointment and reappointment.

The *NCAT Member Competency Framework* identifies seven essential areas of competence: knowledge and technical skills, fair treatment, communication, conduct of hearings, evidence, decision-making, and professionalism and efficiency.

## Member qualifications

Members bring legal expertise or other specialist knowledge to Tribunal decision-making. The required qualifications for Members in each category are specified in section 13 of the NCAT Act.

A list of Tribunal Members as at 30 June 2019, along with brief biographical information with qualifications and relevant experience, is provided at Appendix 3.

## Code of conduct

The *Member Code of Conduct*, issued by the President, applies to all Members of the Tribunal. The Code provides guidance to Members in the performance of their statutory functions and assists Members in identifying and resolving ethical issues. Before they are appointed, Members are required to agree to abide by the Code of Conduct.

The *Member Code of Conduct* is kept under review to ensure currency. The latest version, which was updated in August 2018, is published on the NCAT website and is included at Appendix 4 of this report.

## Professional development, appraisal and training

During 2018-2019, there were 48 professional development sessions for Members and staff on a range of topics relevant to the work of the Tribunal and Registry operations.

<sup>9</sup> *Australia and New Zealand Tribunal Excellence Framework – 2<sup>nd</sup> Edition 2017* p 20

## Tribunal Members

The NCAT Member Professional Development Committee coordinates professional development activities throughout the year. This year the Committee focused on Member wellbeing, launching training and resources to support Members in their role.

In addition to the Member Wellbeing Program outlined previously in this report, a number of professional development activities were held on a Divisional basis during the year including an all-day Consumer and Commercial Division Member Training event, Member network groups, mentoring, briefing sessions, seminars and external conferences. In addition, twilight seminars are organised for Members who sit on the Appeal Panel.

All Members participate in regular performance appraisal processes under the supervision of the Division Head of the Member's primary Division, or the President. The process varies from Division to Division, reflecting the different composition and work of each Division, but generally involves the completion of a self-assessment form, peer review, observation of a hearing conducted by the Member or review of a sound recording of a hearing and consideration of the Member's decision writing.

All new Members receive an Induction Manual and participate in an Induction Program which involves attendance at training and information sessions and observing hearings.

## Registry staff

Performance Management and Development Plans are in place for all Registry staff. The development component of these plans encourages managers and staff to identify and discuss relevant professional development opportunities.

During 2018-2019, there was an increase in the number and range of development opportunities and resources for Registry staff. The NCAT Role

Swap Program was again offered to staff to self-nominate for temporary, at grade role swaps within NCAT and at some Local Court locations. The Program aims to increase knowledge sharing and expertise across NCAT and to assist staff in building networks.

Other professional development activities were offered within the NCAT Staff Learning and Development Plan and the refreshed annual learning and development program. The *NCAT Learning and Development Program 2019* includes mandatory training for managers in leading change, and several courses for all Registry staff about working with clients with disability and from diverse backgrounds. NCAT managers attended training events and seminars as part of a leadership program. Topics included business planning, communicating change and supporting change. The program has evolved to include the development of programs and resources for staff developed by managers working together from across the organisation. Staff also attended special training events and some seminars were open to both staff and Members.

## Appeals

The decisions of the Appeal Panel provide useful information and feedback to Members concerning legal and other issues that arise in proceedings, and provide guidance to Members sitting at the Divisional level.

It is the practice of the Tribunal to provide a copy of the Appeal Panel's decision on an appeal to the Member or Members who sat on the original matter, when the decision is published. A report is regularly produced which sets out which decisions have been appealed to the Appeal Panel and the outcome of the appeal. In addition, all decisions of the Appeal Panel are made publicly available on the NSW Caselaw website, and a digest of recent Appeal Panel decisions is published on the NCAT website.



# Accountability

“Tribunals serve the public through the provision of accessible, fair and efficient dispute resolution services. In delivering that service they are accountable to the public. An effective complaints mechanism is an important means of ensuring that the public’s expectations of members and staff are met.

Regular stakeholder and community engagement and reporting tribunal performance helps ensure that the tribunal is accountable to the public it serves.”<sup>10</sup>

## Hearings open to the public

The Tribunal is required to sit and hear cases in public, unless the Tribunal otherwise orders.

In proceedings where sensitive or other legitimately confidential matters may be disclosed, the Tribunal may determine that proceedings should be conducted wholly or partly in the absence of the public. That happens most often in the Guardianship Division, Administrative and Equal Opportunity Division, and Occupational Division because of the nature of functions exercised by those Divisions.

## Service charter

The *NCAT Service Charter* aims to give practical expression to the legislative object in section 3(e) of the Act of ensuring that the decisions and other resolution services provided by the Tribunal are timely, fair, consistent, and of a high quality.

## Complaint handling mechanism

NCAT’s integrated complaint and feedback processes provide a consistent and co-ordinated approach to responding to complaints and gathering and using feedback to inform processes and service delivery. Online forms are available on

the NCAT website to assist people in providing this feedback.

*NCAT Policy 1 - Complaints* explains the approach taken when responding to a user’s dissatisfaction with the delivery of a service provided by NCAT or the conduct of Registry staff, a conciliator/mediator or Member.

In 2018-2019, NCAT received 408 complaints. This equates to a complaint in 0.59% of all matters lodged with the Tribunal. The most common categories of complaints received during the year were decision dissatisfaction, Member conduct, and policies and procedures. Responses to complaints include clarification about NCAT policies and procedures, providing information about avenues of appeal, and contact details for support services such as LawAccess NSW.

NCAT also uses the feedback tool, *Feedback Assist*, which provides customers with a direct feedback tool located on all NSW Government customer-facing websites. In 2018-2019, NCAT received 59 requests through the feedback tool, including complaints, compliments and suggestions.

The NCAT Executive considers reported information concerning complaints at its monthly meetings. Information on complaints may also be provided, where appropriate, to the NCAT Accessibility Committee, NCAT Liaison Group or Divisional Consultative Forums.

<sup>10</sup> *Australia and New Zealand Tribunal Excellence Framework – 2<sup>nd</sup> Edition 2017* p 22

## Stakeholder engagement

NCAT recognises that regular stakeholder engagement helps ensure the Tribunal is responsive to the needs and concerns of those who use its services including the public, parties, their representatives and relevant professional or industry bodies.

### NCAT Liaison Group and Divisional Consultative Forums

The NCAT Liaison Group, chaired by the President, is the overarching consultation mechanism involving key stakeholders. The role of the NCAT Liaison Group is to provide feedback and suggestions on operational and policy issues relating to service provision across NCAT. This group meets every six months. Two meetings of the NCAT Liaison Group were held during the year.

There are also Divisional Consultative Forums that focus on issues concerning practice and procedure. During 2018-2019, the Occupational Division's Professional Discipline Group Consultative Forum for stakeholders in the health and legal professions met twice, the Administrative and Equal Opportunity Division's Consultative Forum met on two occasions, and the Revenue List and Community Services List sub-groups met on one occasion. There were two meetings of the Guardianship Division's Consultative Forum. There were seven meetings of the Consumer and Commercial Division's Consultative Forums.

See Appendix 9 for a list of organisations represented on the NCAT Liaison Group and the Divisional Consultative Forums.

### External forums and committees

NCAT participates in a number of Department of Justice and external forums and committees. During 2018-2019, senior Registry staff attended meetings of the Justice NDIS Steering Committee and related groups, the Rental Bond Board, the Ombudsman Complaint Handling Practitioner Forum, the NSW Right to Information and Privacy Practitioners Forum and Law Society of NSW Litigation Law and Practice Committee.

Two Deputy Presidents have participated in the NSW Law Society's Judicial Working Party for improving accessibility for Indigenous court and tribunal users.

### Publication of reasons for decisions

NCAT publishes many of its reasons for decisions on the NSW Caselaw website. The Tribunal's approach to publication of reasons for decisions is set out in *NCAT Policy 2 – Publishing Reasons for Decisions*.

### Other engagement with the community

During 2018-2019, Tribunal Members and staff participated in 39 community education and information programs, including NCAT's involvement as guest speakers at functions and events organised by the Tribunal's key stakeholders and various community groups.

# Efficiency

“Tribunals should provide an efficient dispute resolution service in the sense that the tribunal is affordable and resolves disputes in an appropriate and timely way.”<sup>11</sup>

## Performance standards and monitoring

NCAT has measures in place to monitor efficiency in dealing with its workload. The Tribunal’s efficiency and effectiveness is measured in part by the number of matters lodged and the Tribunal’s case clearance ratio. This indicates the capacity of the Tribunal to manage its workload within its current resources and systems. Table 2 overleaf details the annual clearance ratios for each Division.

There was a 4.3% increase in the overall number of applications received by the Tribunal in 2018-2019 compared to the previous year.

All Divisions of NCAT, with the exception of the Occupational Division, experienced increases in the number of applications received in the reporting year. Significant increases were experienced in Appeals with a 20.2% increase, and the Guardianship Division with a 13.7% increase. NCAT’s largest Division, the Consumer and Commercial Division, had an overall increase of 2.3% (from 53,722 to 54,976). The Occupational Division experienced a 3.6% reduction in applications. This was in contrast to the previous year’s 10.5% increase in that Division.

The NCAT Extended Leadership Group actively monitors lodgement volumes and trends, finalisations and the timeliness of hearings so that resources can be adjusted to maintain service delivery standards.

Standards in relation to the time to first listing and the time to finalisation are set and monitored for the various types of matters in each Division. All applications in the Guardianship Division are assessed on receipt to determine the degree of urgency and severity of risk to the person who is the subject of the application. Applications are then allocated into risk categories based on that assessment. The risk category determines the time within which the application is to be heard and determined.

In addition, the NCAT Extended Leadership Group receives a monthly report on all unresolved matters lodged before a certain date. These matters are actively managed by each Division to ensure that they are finalised in as timely a fashion as possible.

## Resolution processes

A variety of resolution processes are used by the Tribunal to enhance the efficiency of its operations and to provide services that meet the needs of its users. These processes assist parties to resolve or narrow the issues in dispute so matters proceed more efficiently at hearing, or to reach an agreement meaning that a hearing is not required. If applications can be managed in this way, it reduces the number of hearings required and their attendant costs while at the same time achieving outcomes in which the parties to the proceedings have been included in identifying and to which they have consented. Examples include group lists in the Consumer and Commercial Division, mediations in the Administrative and Equal Opportunity Division, and directions to narrow issues in the Administrative and Equal Opportunity Division, the

<sup>11</sup> *Australia and New Zealand Tribunal Excellence Framework – 2<sup>nd</sup> Edition 2017* p 24

Occupational Division, and home building matters in the Consumer and Commercial Division.

The Tribunal maintains a list of mediators who are appropriately trained and qualified. In the Consumer and Commercial Division, experienced Members and staff act as conciliators in group lists and other Members act as facilitators for experts' conclaves.

## Cross-assignment

Under the NCAT Act, Members must be assigned to a Division. The efficiency of the Tribunal is enhanced by the President's ability to cross-assign appropriately experienced Members to one or more Divisions when required.

## Flexibility of processes

Under section 38(1) of the NCAT Act, the Tribunal may determine its own procedure in relation to any matter for which the Act or the Tribunal's procedural rules do not otherwise make provision. This flexibility allows the Tribunal to act efficiently and promptly to resolve urgent matters or matters otherwise out of the ordinary. Parties with urgent or unusual matters can request assistance from the Tribunal in having their matter heard urgently or in some other appropriate way.

**Table 2 - Number of applications received and finalised by Division 2018-2019**

DIVISION	APPLICATIONS	FINALISATIONS	CLEARANCE RATIO
Administrative and Equal Opportunity	777	737	94.9%
Consumer and Commercial	54,976	54,474	99.1%
Guardianship	11,716	11,662	99.5%
Occupational	264	289	109.5%
Internal Appeals	655	671	102.4%
<b>TOTAL</b>	<b>68,388</b>	<b>67,833</b>	<b>99.2%</b>

# Client needs and satisfaction

“Public trust and confidence in the administration of justice are essential for the acceptance by users of an individual decision that affect them. Therefore for a tribunal to be effective its users have to be satisfied that the procedures and processes adopted by the tribunal are fair.”<sup>12</sup>

NCAT obtains information concerning Tribunal users, their needs and their level of satisfaction in a number of ways, including:

- feedback, surveys and e-newsletter subscriber numbers
- stakeholder interaction at meetings of NCAT’s Liaison Group and Consultative Forums, and external engagement at conferences and meetings
- internal appeals to the Appeal Panel
- complaints data
- NCAT website and social media analytics.

## Use of NCAT website and social media

The NCAT website received more than 4.68 million views in 2018-2019. The website is mobile friendly and people can use assistive technologies to access online information. Feedback received through NCAT’s online feedback form and website analytics are used to inform improvements to the website.

Social media posts and comments about new and updated resources and forms, service news, and topical Divisional information feature on NCAT’s Twitter account. This allows NCAT to provide information and alerts to clients and stakeholders quickly, keeping them informed and up-to-date on legislative and procedural changes.

## Feedback, surveys and newsletters

Online feedback forms are available on the NCAT website to enable people who use the Tribunal’s services to provide comments and suggestions for improvement.

NCAT also conducts surveys from time to time to gather feedback and information.

In June 2019, a customer experience survey was conducted at various court and tribunal locations across NSW, including all NCAT registries and hearing venues. The survey indicated that people are very satisfied with NCAT’s Registry services.

Subscription services for the *What’s New* email alert, *NCAT Legal Bulletin* and the *NCAT Appeal Panel Decisions Digest* are available to keep people updated on the latest news from NCAT, and decisions relevant to the work of the Tribunal. By 30 June 2019, there were 3,456 subscribers to these online alerts and e-newsletters.

The *NCAT Staff Monthly Update* is a regular newsletter that informs staff about issues relevant to their roles and day-to-day operations. The newsletter is emailed to all staff and is designed to be used by supervisors in staff meetings to promote discussion about the topics. The *NCAT Staff Monthly Update* was redesigned in 2018-2019 as part of a suite of internal staff engagement projects developed in response to staff feedback.

*NCAT News* is another regular newsletter distributed to NCAT Members and staff to ensure

<sup>12</sup> *Australia and New Zealand Tribunal Excellence Framework – 2<sup>nd</sup> Edition 2017* p 26

they are kept up-to-date on all aspects of NCAT operations and projects.

Suggestions and feedback gathered from staff and Members at cross-divisional working groups is used to improve NCAT processes and systems.

## Stakeholder interaction

The NCAT Liaison Group and Divisional Consultative Forums provide the opportunity for the direct provision of feedback to the Tribunal. The participation by Members and staff at conferences and meetings also allows the Tribunal to receive criticisms, compliments and comments on its performance.

## Internal appeals

Parties dissatisfied with a decision of the Tribunal can, in many cases, appeal to the Appeal Panel. The number of appeals, the grounds of appeal and consideration of the reasons for decision of the Tribunal at first instance, provide valuable insights into the quality of the Tribunal's first instance decisions and the legitimacy of the parties' dissatisfaction. Appeal Panel decisions are an effective means of providing guidance to improve the quality of decision-making and writing throughout the Tribunal.

## Complaints data

NCAT considers and responds to complaints in accordance with the *NCAT Policy 1 – Complaints*. Complaints data also assists to develop and improve the Tribunal's processes and provision of information.

# Divisional Reports

**Administrative and Equal Opportunity Division**

**Consumer and Commercial Division**

**Guardianship Division**

**Occupational Division**

**Appeal Panel**

# Administrative and Equal Opportunity Division

## What the Division does

The Administrative and Equal Opportunity Division reviews government decisions affecting individuals and resolves complaints under the *Anti-Discrimination Act 1977* (NSW).

Nearly 100 statutes give jurisdiction to the Division to review various decisions made by government administrators. The two statutory aims of external review of government decisions are to enhance the delivery of government services and programs, and to promote compliance by government administrators with legislation when making decisions.

The term 'equal opportunity' is used to describe the other major function of this Division which is to resolve complaints made under the *Anti-Discrimination Act 1977*. That Act gives a remedy to people who have been discriminated against, harassed, vilified or victimised on certain grounds.

## Work within the Division

The Division allocates matters to four Lists – the Administrative Review List, the Community Services List, the Revenue List and the Equal Opportunity List.

The Administrative Review List comprises decisions made by administrators in areas such as access to government information, breaches of privacy, and reviews of decisions by the NSW Trustee and Guardian. Administrative decisions about occupational and professional licences and registration are dealt with in the Occupational Division.

The Community Services List includes matters concerning the review of decisions about whether a person should be allowed to work with children and whether an authorised carer (foster carer) should lose their accreditation.

The Revenue List includes the review of decisions about State taxes, such as land tax and payroll tax.

Complaints referred to the Tribunal by the President of the Anti-Discrimination Board under the *Anti-Discrimination Act 1977* are managed in the Equal Opportunity List. Complaints may be about discrimination, harassment, vilification or victimisation on grounds such as race, sex, transgender status, age, disability, homosexuality and carer's responsibilities.

**Table 3 – 2018-2019 Administrative and Equal Opportunity Division workload and performance**

LIST	APPLICATIONS	FINALISATIONS	CLEARANCE RATIO
Administrative Review	471	414	87.9%
Community Services	113	123	108.8%
Equal Opportunity	97	101	104.1%
Revenue	94	98	104.3%
<i>Contempt*</i>	2	1	50.0%
<b>TOTAL</b>	<b>777</b>	<b>737</b>	<b>94.9%</b>

\*Contempt matters are not a separate List and are displayed in the above table for reporting purposes only.



Most matters heard in the Division are heard in Sydney, but hearings are convened in regional NSW when that is the most convenient location for the parties.

## Workload

The Division received 777 applications this year and finalised 737 giving a clearance ratio across the whole Division of 94.9%.

The Division continues to encourage self-represented parties to obtain legal advice and representation in appropriate cases. Both Legal Aid NSW and the Bar Association's Legal Assistance Referral Scheme (LARS) provide much needed legal assistance to parties who meet their guidelines.

In most kinds of proceedings, parties are offered the opportunity to resolve their dispute through case conference or mediation. In suitable matters, the Division provides an experienced mediator at no cost to the parties. Those matters include anti-discrimination complaints, revenue applications, applications for access to government information and privacy breaches.

## Members and mediators

The Division comprises the Deputy President and Division Head, Principal Members, Senior Members and General Members. All of the Members apart from the Division Head work part-time. Principal and Senior Members are lawyers. General Members represent community perspectives and provide knowledge and expertise relating to their area of work.

New Members receive induction training and all Members participate in a program of professional development. This year the program included two training days and five twilight seminars. The program is designed to improve the knowledge and skills of Members. Members' performance is regularly appraised and feedback is given.

The Division has a group of nine expert mediators, some of whom are also Members. They conduct mediations across several Lists in the Division.

## Legislation

Changes to legislation relating to the work of the Division during the year included the introduction of the following:

- *Building and Construction Industry Security of Payment Amendment Act 2018*
- *Charitable Fundraising Amendment Act 2018*
- *Community Gaming (Amendment) Act 2018*
- *National Disability Insurance Scheme (Worker Checks) Act 2018*
- *Paintball Act 2018*
- *Victims Rights and Support Amendment (Statutory Review) Act 2018.*

A full list of the legislation which confers power on the Division is attached at Appendix 1.

## Consultation with stakeholders

The Division Head met with external stakeholders on four occasions this year. This included two Division wide consultative forums and a meeting with the Revenue List sub-group and the Community Services List sub-group.

The Division Head also delivered presentations to stakeholder groups and to various professional bodies, including the NSW Bar Association and Office of the General Counsel, Department of Justice.

## Significant decisions

### ***Magerovski v Commissioner for Fair Trading, Department of Finance, Services and Innovation; Service Today NSW v Commissioner for Fair Trading, Department of Finance, Services and Innovation* [2018] NSWCATAD 192**

The applicant was a contractor licence holder under the *Home Building Act 1989* (NSW). He applied for a company contractor licence for a related company. The respondent issued a notice under section 14 of the *Licensing Registration (Uniform Procedures) Act 2002* requesting information about the involvement of certain people with that company, one of which had had a licence cancelled and been disqualified from holding another. The applicant's response contained false and misleading information. The respondent cancelled the applicant's licence and the licence issued to the company. The applicant appealed that decision. However, the Tribunal made decisions to a similar effect, cancelling both licences and imposing disqualification periods. It concluded there was insufficient evidence to show the applicant was guilty of improper conduct under section 51 of the *Home Building Act 1989* (NSW). Nonetheless, it found the applicant's conduct meant he was not a fit and proper person to hold a licence under section 56(b), as he was aware of his obligations to make disclosure and his omissions demonstrated significant dishonesty.

### ***Luk v Commissioner of Police, NSW Police* [2019] NSWCATAP 23**

The applicant held a security licence under the *Security Industry Act 1997* (NSW). The respondent cancelled that licence under section 26(1A) of that Act because the applicant had been found guilty of an offence under section 474.17(1) of the *Criminal Code 1995* (Cth), which the respondent considered amounted to a 'prescribed offence' involving 'intimidation' under the *Security Industry Regulation 2016* (NSW). At first instance, the Tribunal affirmed the decision of the respondent to cancel the licence. The applicant appealed that decision. The Appeal

Panel concluded that there was no error of law. The Tribunal at first instance correctly applied the principles of statutory construction in determining whether the applicant's offence fell within the meaning of 'intimidation' under the *Security Industry Regulation 2016*, giving proper consideration to the natural and ordinary meaning of the relevant words and previous decisions.

### ***CME v University of Technology Sydney* [2019] NSWCATAP 3**

The applicant was a party to a matter before the Victorian Civil and Administrative Tribunal (VCAT). VCAT's decision was published by the Australasian Legal Information Institute (AustLII). The applicant applied to VCAT to remove that decision from the public domain. VCAT refused the application but asked that it be republished without references to the applicant's address. The applicant applied to the Tribunal under section 53 of the *Privacy and Personal Information Protection Act 1998* (NSW) for a review of AustLII's conduct in publishing the decision. The Tribunal, both at first instance and on appeal, held that it did not have jurisdiction under section 6 of that Act. Section 6 provides that the Act does not affect the manner in which a court or tribunal exercises its judicial functions. VCAT has discretion to publish its decisions under section 147 of the *Victorian Civil and Administrative Tribunal Act 1998* (Vic). The Tribunal held that by providing its decision to AustLII, VCAT was simply exercising its judicial function under that provision.

### ***DNM v NSW Ombudsman* [2019] NSWCATAP 77**

The appellant applied for information from the respondent under the *Government Information (Public Access) Act 2009* (GIPA Act). The information concerned monitoring the respondent had done of public interest disclosures, complaints and requests which the appellant had made to a public sector agency. The respondent considered the application invalid because it requested 'excluded information' under section 6 of the GIPA Act, being information that 'relates to' the respondent's 'complaint

handling and investigative and reporting functions'. The Tribunal, at first instance and on appeal, upheld the respondent's decision. The Appeal Panel's decision turned on its interpretation of 'excluded information', including the meaning of the phrase 'relates to'. The Panel agreed that the phrase 'relates to' must be understood in its legislative and factual context and according to the purpose of the legislation. The Panel also held that the provisions relating to 'excluded information' in the GIPA Act require a decision-maker to conduct a balancing exercise and to have regard to the purpose of the legislation, being to restrict access to information when there is an overriding public interest against disclosure. The Panel emphasised that the respondent's role is to monitor compliance with legislation by public authorities, and that it gathers information to ensure public authorities are fulfilling their functions. The Panel considered such information to be 'excluded information' because it is sufficiently related to the respondent's 'complaint handling, investigative and reporting functions.' This broader interpretation is consistent with the way 'excluded information' is defined for other agencies under the GIPA Act.

# Consumer and Commercial Division

## What the Division does

This Division resolves disputes in a broad range of contexts. These include disputes under the *Residential Tenancies Act 2010*, the *Fair Trading Act 1987*, the *Retail Leases Act 1994*, the *Agricultural Tenancies Act 1990*, the *Home Building Act 1989*, the *Strata Schemes Management Act 2015*, the *Retirement Villages Act 1999*, the *Residential (Land Lease) Communities Act 2013* and the *Holiday Parks (Long-term Casual Occupation) Act 2002*.

## Workload

The number of new applications lodged in the Division in 2018-2019 was 54,976 (see Table 4). The clearance ratio was 99.1%. Only 1% of the Division's decisions were appealed and at the end of the year, there were only 150 unresolved applications lodged more than twelve months ago. The great bulk of

applications are resolved within weeks of lodgement.

The Division conducts hearings throughout NSW and in the 2018-2019 year heard proceedings in the locations set out in Table 5. The management of the Division caseload is conducted in the following Registries: Sydney, Penrith, Liverpool, Tamworth, Newcastle, and Wollongong.

## Members

During the year a number of new Members were appointed to the Consumer and Commercial Division or assigned to the Division from other Divisions of the Tribunal. The number of full-time and part-time Members hearing cases in the Division during the year was 95. Approximately 20 Members of the Division sit on Appeal Panels.

**Table 4 – 2018-2019 Consumer and Commercial Division workload and performance**

LIST	APPLICATIONS	FINALISATIONS	CLEARANCE RATIO
Tenancy	30,203	30,137	99.8%
Social Housing	12,782	12,892	100.9%
General	4,548	4,554	100.1%
Home Building	2,944	2,810	95.4%
Residential Communities	696	507	72.8%
Strata and Community Schemes	48	51	106.3%
Strata Schemes	1,328	1,117	84.1%
Motor Vehicles	1,531	1,517	99.1%
Commercial	840	828	98.6%
• <i>Dividing Fences</i>	451	432	95.8%
• <i>Retail Leases</i>	221	227	102.7%
• <i>Other</i>	168	169	100.6%
Retirement Villages	56	61	108.9%
<b>TOTAL</b>	<b>54,976</b>	<b>54,474</b>	<b>99.1%</b>

**Table 5 – Consumer and Commercial Division Hearing Venues 2018-2019**

Albury	Cooma	Grafton	Maitland	Parramatta	Wagga Wagga
Armidale	Cootamundra	Griffith	Moree	Penrith	Walgett
Batemans Bay	Cowra	Gunnedah	Moss Vale	Port Macquarie	Wilcannia
Bathurst	Deniliquin	Inverell	Mudgee	Queanbeyan	Wollongong
Bega	Dubbo	Katoomba	Murwillumbah	Singleton	Yass
Bourke	Forbes	Kempsey	Muswellbrook	Sutherland	Young
Brewarrina	Forster	Kogarah	Narrabri	Sydney	
Broken Hill	Gilgandra	Kurri Kurri	Newcastle	Tamworth	
Campbelltown	Glen Innes	Leeton	Nowra	Taree	
Cobar	Gosford	Lismore	Orange	Tumut	
Coffs Harbour	Goulburn	Liverpool	Parkes	Tweed Heads	

**Table 6 – Consumer and Commercial Division workload by Registry 2018-2019**

LIST	LIVERPOOL	NEWCASTLE	PENRITH	SYDNEY	TAMWORTH	WOLLONGONG	TOTAL
Commercial	81	128	103	375	73	80	<b>840</b>
General	564	679	796	1,910	223	376	<b>4,548</b>
Home Building	396	475	540	1,104	164	265	<b>2,944</b>
Motor Vehicles	301	211	342	469	93	115	<b>1,531</b>
Residential Communities	38	230	119	23	210	76	<b>696</b>
Retirement Villages	5	21	6	13	1	10	<b>56</b>
Social Housing	2,418	2,069	2,201	2,230	1,765	2,099	<b>12,782</b>
Strata and Community Schemes	5	19	4	12	8	0	<b>48</b>
Strata Schemes	83	98	74	971	53	49	<b>1,328</b>
Tenancy	6,107	4,656	6,132	8,565	2,212	2,531	<b>30,203</b>
<b>GRAND TOTAL</b>	<b>9,998</b>	<b>8,586</b>	<b>10,317</b>	<b>15,672</b>	<b>4,802</b>	<b>5,601</b>	<b>54,976</b>
%	18.2%	15.6%	18.8%	28.5%	8.7%	10.2%	<b>100%</b>

## Legislation

Changes to legislation affecting the work of the Division during the year included the introduction of the following:

- *Fair Trading Legislation Amendment (Consumer Guarantee Directions) Act 2018*
- *Residential Tenancies Amendment (Review) Act 2018*
- *Residential Tenancies Amendment (Social Housing) Act 2018*
- *Retirement Villages Amendment Act 2018*

A full list of the legislation which confers power on the Division is attached at Appendix 1.

## Consultation with stakeholders

During the year the following meetings took place with stakeholder representatives.

- End of Year 2018 Consultative Forum
- Home Building Consultative Forum
- Strata and Community Schemes Consultative Forum
- Retirement Villages Consultative Forum
- Residential Communities Consultative Forum
- Tenancy, Social Housing and Aboriginal Consultative Forum
- General, Commercial and Motor Vehicle Consultative Forum

These meetings are valuable as they facilitate the Tribunal to convey to interested stakeholders procedural developments which are being considered or have been made. They also enable stakeholders to raise issues or concerns which their constituent members have experienced in the Tribunal.

Tribunal Members have also delivered presentations to stakeholder groups and to various professional bodies. Examples of these are listed below:

- Redfern Legal Centre
- University of Technology Sydney
- Western Sydney Community Legal Centre
- Legalwise
- Tenants' Union of NSW.

## Significant decisions

### ***Attorney General for New South Wales v Gatsby* [2018] NSWCA 254**

In previous annual reports reference has been made to decisions concerning whether the Tribunal is a Court of a State for the purposes of the Constitution and the *Judiciary Act 1903* (Cth) (see for example *Burns v Corbett* [2017] NSWCA 3).

In November 2018 the New South Wales Court of Appeal handed down its decision in *Attorney General for New South Wales v Gatsby* [2018] NSWCA 254. This was an appeal from a decision of an NCAT Appeal Panel in *Johnson v Dibbin; Gatsby v Gatsby* [2018] NSWCATAP 45. This litigation involved two disputes under the *Residential Tenancies Act 2010* (NSW), both between residents of different States – Queensland and New South Wales.

At first instance in the Consumer and Commercial Division, both matters dealt with the issue of whether the Tribunal had the authority to hear and determine the proceedings, as they appeared to involve the exercise of federal judicial power (or 'federal jurisdiction'). The Appeal Panel's view was that the Tribunal did possess this authority.

However, the Court of Appeal held that the Tribunal is not a Court of a State for the purposes of Chapter III of the Constitution and the *Judiciary Act 1903* (Cth). The consequence of this ruling is that the Tribunal does not have jurisdiction to hear and determine certain classes of disputes. In brief these include disputes between residents of two different States of Australia, disputes between a State and a resident of another State, and other disputes reserved for adjudication by Commonwealth Courts or State Courts vested with Commonwealth jurisdiction.

# Guardianship Division

## What the Division does

The Guardianship Division exercises the Tribunal's protective jurisdiction and promotes the rights of people living with decision-making disabilities. It facilitates substitute decision-making by considering and determining applications for the appointment of guardians and financial managers. In addition, the Division reviews guardianship and financial management orders, provides consent for medical and dental treatment, reviews enduring powers of attorney and enduring guardianship appointments, and approves clinical trials to enable people with decision-making disabilities to participate.

Many decisions made by the Division have a profound effect on an individual's autonomy and ability to make decisions about critical aspects of their life. Section 4 of the *Guardianship Act 1987* (NSW) ('the Guardianship Act') requires Members of the Division when exercising their powers under

that Act to observe a number of principles, which include taking into account the views of people with a disability, restricting their freedom of decision-making and freedom of action as little as possible and protecting them from abuse, neglect and exploitation. At all times, the welfare and interests of people with disabilities is the paramount consideration.

## Work within the Division

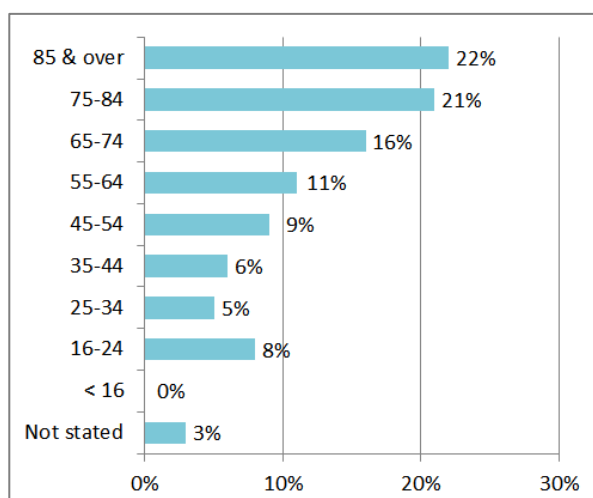
The Guardianship Division uses a triage system to assess applications based on the apparent risk posed to the person the subject of the application (the subject person) or their estate. Listing priority is given to applications where the subject person is assessed at being at immediate risk (Risk Category 1).

The Division recognises the urgent nature of many applications, and provides an after-hours service, enabling applications to be determined 24 hours a day, 365 days a year.

**Table 7 – 2018-2019 Guardianship Division workload and performance**

APPLICATION TYPE	APPLICATIONS	FINALISATIONS	CLEARANCE RATIO
Guardianship	3,666	3,674	100.2%
Requested Review of Guardianship	381	380	99.7%
Financial Management	3,166	3,157	99.7%
Requested Review of Financial Management	658	603	91.6%
Enduring Power of Attorney	256	261	102.0%
Enduring Guardianship	151	160	106.0%
Review/Revocation of an Enduring Power of Attorney	35	34	97.1%
Medical/Dental Consent	457	458	100.2%
Recognition of Interstate Appointment	66	70	106.1%
Clinical Trial	13	16	123.1%
Set Aside/Vary Decisions	4	5	125.0%
Statutory Reviews (falling due in the period)	2,863	2,844	99.3%
<b>TOTAL</b>	<b>11,716</b>	<b>11,662</b>	<b>99.5%</b>

**Graph 1 –Age demographic of the people the subject of application 2018-2019**



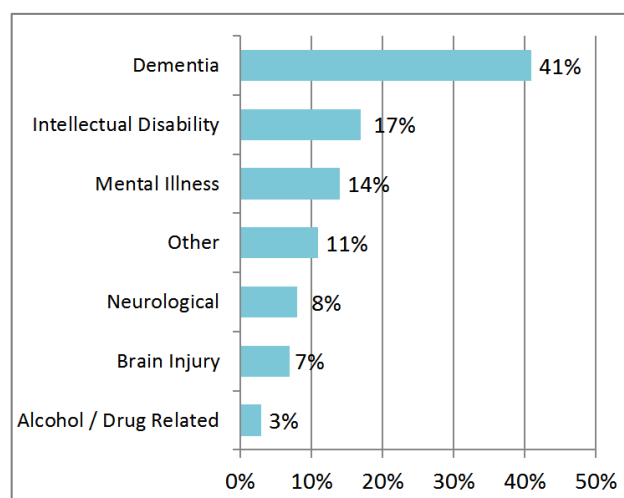
The Division is committed to maximising the participation of the subject person in proceedings. To facilitate this objective, hearings are conducted in accessible locations throughout regional NSW, metropolitan Sydney and the CBD. Of the hearings and other listing events conducted in 2018-2019, almost a quarter were conducted throughout regional NSW.

Extensive use is made of video-link technology and teleconferencing to maximise the participation of all parties. In addition, staff endeavour to contact the subject person to encourage them to attend the hearing and to provide their views about the application. Reflective of the Tribunal’s ongoing commitment to ensuring active participation, the subject person participated in 82% of all hearings, in person, via video conference or by telephone. This represents a substantial 5% increase on the last reporting year.

## Workload

This year saw unprecedented growth in the history of the Division. The number of applications made to the Guardianship Division grew to just under 9,000 applications for substantive orders and the Division conducted close to 3,000 statutory reviews of guardianship and financial management orders.

**Graph 2 –Disability identified in applications 2018-2019**



Overall, growth in the Division’s work increased by 13.7% for the year. Whilst it is difficult to determine the exact causes for this growth, there has been increased community and regulatory focus on the rights of people with decision-making disabilities in the last 12 months. Additionally, potential causes include the implementation of National Disability Insurance Scheme (NDIS), safeguards relating to the use of restrictive practices, and the commencement of Royal Commissions into both Aged Care Quality and Safety and the Violence, Abuse, Neglect and Exploitation of People with Disability. Notwithstanding the growth, the Division achieved an annual clearance rate of over 99.5%.

Guardianship orders are time-limited. The Act requires that they be periodically reviewed by the Tribunal, generally every 12 months. While not time-limited, financial management orders must be reviewed if determined by the Tribunal or on application.

During 2018-2019, the Guardianship Division:

- received 3,666 applications for guardianship orders and finalised 3,674 applications. Of the appointments made 41.8% were private guardians, 56.5% the Public Guardian and 1.7% a joint appointment of a private and the Public Guardian;



- received 3,166 applications for financial management orders and finalised 3,157 applications. Of the appointments made, 47.6% were private financial managers, and 52.4% the NSW Trustee and Guardian;
- granted 186 requests for legal representation and appointed 439 separate representatives meaning one or more parties were legally represented in 5.3% of applications; and
- arranged for the attendance at hearings of 1,201 interpreters in 55 languages.

## Consultation with stakeholders

The NCAT Guardianship Division Consultative Forum meets at least twice a year. Members of the forum include representatives from disability rights groups, such as Alzheimer's Australia NSW, the NSW Council for Intellectual Disability, and disability service providers such as the Benevolent Society, National Disability Services and key government agencies, including the NSW Public Guardian, the NSW Trustee and Guardian and the National Disability Insurance Agency. The forum provides the Division with an invaluable opportunity to engage with the disability sector and other stakeholders and to receive feedback about practices and procedures.

In addition, the Division is represented on the Australian Guardianship and Administration Council, the NSW Law Society Elder Law and Succession Committee, the NSW Law Society Elder Abuse Working Group and NSW Health's End of Life Implementation Advisory Committee.

The Division is regularly invited to speak to disability groups and service providers.

## Law reform

The NSW Law Reform Commission's review into the *Guardianship Act 1987* was tabled in Parliament on 15 August 2018. The Division may need to amend its practice and procedure to accommodate any reforms which are adopted by Government. Additionally, the NSW Parliament passed legislation

creating the role of an Ageing and Disability Commissioner, to commence on 1 July 2019. Given the clear intersection between the work of the Division and the legislated functions of the role of the Commissioner, the Division looks forward to working with the Commissioner and his staff.

The Division will also implement any reforms resulting from the work of the Royal Commissions into Aged Care Quality and Safety and into Violence, Abuse, Neglect and Exploitation of People with Disability.

## Members and staff

In most cases, hearings are conducted by a three-Member panel: a Senior (Legal) Member, a Senior (Professional) Member, and a General (Community) Member.

Members of the Division are appointed on the basis of their professional and personal experience with people with disabilities and/or their legal skills and experience. Senior (Professional) Members hold professional qualifications in areas such as medicine, psychiatry, psychology, social work and pharmacology. General (Community) Members have direct personal and/or professional experience with people with a decision-making disability.

The multi-member panel model has a number of advantages. First, it enables the Tribunal to draw on the collective knowledge, skill and experience of its Members. This assists the Tribunal to evaluate the available evidence and to discharge its statutory obligation to ensure that all relevant material is disclosed to the Tribunal (section 38(6)(a) of the *Civil and Administrative Tribunal Act 2013* (NSW)). Second, the Tribunal's ability to draw on its own expertise contributes significantly to the quality of its decisions. Third, in circumstances where the parties and/or other participants are in conflict and the subject matter of the application is contentious, a three-member Tribunal enables the task of managing hearings to be shared.

The Division's professional development for the year included legislative and case law updates, improving the quality and accessibility of reasons produced by the Division and the Division's interaction with new legislative developments in the implementation of the National Disability Insurance Scheme (NDIS), particularly relevant to the use of restrictive practices.

Staff provide a specialist enquiry service and give information to the subject person, their family and anyone with a genuine concern for their welfare, about the Division's procedures and the type of information likely to be required to support an application. In appropriate cases, staff assist people to identify informal solutions where problems arise with a person's decision-making capacity. This often results in an application not being made to the Tribunal and, instead, the person being supported to make their own decisions by their family and friends.

Assisting the subject person to understand the Tribunal's role and its procedures is a focus of the Division's enquiry service. Staff encourage the participation of the subject person by exploring with them, their families and friends, options to facilitate their participation in the hearing process. In addition, where appropriate, staff seek information about the subject person's capacity to make decisions, the support available to assist them to make decisions and the type of decisions that are likely to be required to be made in the foreseeable future.

# Occupational Division

## What the Division does

The Occupational Division hears and determines occupational matters in two broad categories.

- Professional discipline of health practitioners, architects, veterinary practitioners, registered certifiers, lawyers and public notaries, and
- Administrative review of decisions relating to the licensing of specified occupations.

The Division also deals with matters involving the possible non-compliance by local government councillors with their code of conduct and pecuniary interest provisions under the *Local Government Act 1993* (NSW).

## Work within the Division

The Division principally deals with professional disciplinary matters brought by statutory authorities and other professional associations against architects, health practitioners, lawyers and public notaries, veterinary practitioners, and registered certifiers.

It also hears and determines matters involving local government councillors for asserted breaches of the pecuniary interest provisions and code of conducts

applicable to local government councillors under the *Local Government Act 1993* (NSW) as well as challenges to election of councillors.

In addition, the Tribunal hears and determines matters involving Aboriginal land councillors for asserted breaches of pecuniary interest provisions and codes of conduct applicable to those councillors under the *Aboriginal Land Rights Act 1983* (NSW).

The Division exercises an appellate function in hearing appeals under the Health Practitioner Regulation National Law against decisions of the various health professional councils and national boards. The Division also exercises an administrative review jurisdiction in respect of a number of occupations including builders, taxi services and security agents.

The matters heard in this Division are frequently of significant complexity and generally require longer hearing times than in other Divisions. One of the primary functions of the Division is to protect the public by ensuring only those professionals, including doctors, other health professionals and lawyers, competent and appropriate to practise, do so.

**Table 8 – 2018-2019 Occupational Division workload and performance**

LIST	APPLICATIONS	FINALISATIONS	CLEARANCE RATIO
Administrative Review	111	110	99.1%
Health Practitioner	100	118	118.0%
Legal Practitioner and Other Professionals	51	59	115.7%
<i>Contempt*</i>	2	2	100.00%
<b>TOTAL</b>	<b>264</b>	<b>289</b>	<b>109.5%</b>

\*Contempt matters are not a separate List and are displayed for reporting purposes only.

## Workload

During 2018-2019, the Occupational Division received 264 applications and finalised 289, giving a clearance ratio across the whole Division of 109.5%. The predominant applications in the Division are professional disciplinary proceedings with the majority of the hearings conducted in Sydney.

In health professional disciplinary matters, the ability of the Tribunal to dispose of its caseload is enhanced by the appointment of Members from the relevant professions who sit as Occasional Members. These Members provide specialist knowledge and skill to the issues requiring determination.

On several occasions, the Division used audio-visual equipment to conduct hearings, including hearings involving incarcerated respondents. Separate hearing room facilities are used for victims of alleged sexual abuse by health professionals.

The Tribunal frequently takes evidence by telephone, particularly at directions hearings to reduce costs and to assist practitioners and others participating from outside the CBD.

Case conferencing is used to narrow issues in dispute and to reduce hearing time and costs.

## Members

Members in the Division include Judges, Principal and Senior Members and Professional Members who are appointed as Occasional Members for a particular matter because of their professional expertise, and General and Lay Members.

In legal services matters, the Tribunal is constituted by a three Member panel comprising a senior judicial officer, or a Legal Member (barrister or solicitor depending on the discipline of the practitioner), another Legal Member and a General Member. Composition of the panel to hear other professional disciplinary matters is fixed by the governing legislation, but in all cases includes a professional from the appropriate discipline.

Disciplinary proceedings against local government councillors are heard by a single Member except in the case of a challenge to a councillor's election whereby the panel comprises three Members.

Administrative review matters involving numerous occupations including builders, taxi services and security agents are heard by a single Legal Member.

New Members receive induction training and all Members participate in a program of professional development. This year the program included two training days and two twilight seminars. The program is designed to improve the knowledge and skills of Members. Members' performance is regularly appraised and feedback is given.

## Consultation with stakeholders

Two Professional Discipline Group consultative forums were held in the financial year to facilitate the community between the Division and those regularly involved in its proceedings.

The Division Head and Tribunal Members also delivered presentations to stakeholder groups and to various professional bodies, including the Health Professional Councils Authority (HPCA).

## Significant decisions

### *Health Care Complaints Commission v Reid* [2018] NSWCATOD 162

The Health Care Complaints Commission brought disciplinary proceedings to the Tribunal, against a former registered gynaecologist, under provisions of the Health Practitioner Regulation National Law, claiming that the practitioner was guilty of unsatisfactory professional conduct and professional misconduct. The claims involved, amongst other things, assertions of inappropriate clinical practices. The Tribunal found that the practitioner should have sought second opinions before surgeries and that he failed to follow guidance of the Royal Australian College of Obstetricians and Gynaecologists. The practitioner was found to have been dishonest with communications with hospitals, the Commission and

the NSW Medical Council. He had made numerous post-surgery recommendations which were found to have been inappropriate. The Tribunal also found that the practitioner failed to properly inform patients about risks of surgeries and that he had withheld information about disciplinary action that had been taken against him overseas. The Tribunal considered that his behaviour was 'at the most serious end of the spectrum' and that he showed 'an inability or unwillingness to acknowledge that he acted as though the rules governing other professionals did not apply to him.' The Tribunal determined that the practitioner be disqualified from being registered for five years.

***Office of Local Government v Dwyer [2019] NSWCATOD 12***

The Chief Executive of the Office of Local Government sought to formally reprimand a local councillor for failing to disclose a pecuniary interest. The Tribunal agreed and imposed that sanction. It agreed that there was a reasonable likelihood or expectation of financial gain to the councillor. Under the *Local Government Act 1993*, the councillor was obliged to disclose that pecuniary interest and to leave the Council meeting that had as its subject that interest. The councillor's conduct amounted to a clear breach of that legislation. It did not matter that other councillors present knew of the interests. The provisions of the legislation were found to have required the councillor to have taken more active steps.

***Council of the Law Society of New South Wales v Renfrew [2019] NSWCATOD 63***

A legal practitioner breached professional duties and misled the Supreme Court of New South Wales. The question before the Tribunal was whether that conduct was sufficient to justify removal from the roll under section 302(1) of the Legal Profession Uniform Law (NSW). The Tribunal considered removal too severe. It considered that the respondent had knowingly and recklessly misled the Court in the most serious manner, but emphasised that the purpose of orders dealing with professional

misconduct are mainly educative, protective and not punitive in nature, as emphasised by the Court of Appeal in *Law Society of New South Wales v Walsh* [1997] NSWCA 18. The respondent was remorseful and had acknowledged the seriousness of her conduct. She had extensive experience and had no prior history of improper conduct. In those circumstances, the Tribunal considered a reprimand more appropriate as it would serve as a better deterrent to the respondent and other practitioners.

***Khalaf v Commissioner of Police; QLD Protection Security Pty Ltd v Commissioner of Police, NSW Police Force [2018] NSWCATOD 191***

The applicants applied to refer a question of law to the Supreme Court under section 51(1) of the *Civil and Administrative Tribunal Act 2013* (NSW). The respondent resisted that application. The Tribunal refused the referral. The applicant held licences under the *Security Industry Act 1997* (NSW) which were cancelled on account of the applicant not being a 'fit and proper person'. The question of law was whether the 'fit and proper person' requirement permitted the Commissioner to consider offers of training that the applicant made to others that would allow those other people to carry out security activities in other states, in accordance with the *Mutual Recognition Act 1992* (Cth). The Tribunal did not consider referral would facilitate the just, quick and cheap resolution of real issues. The question was not properly phrased and would not end up being a main issue between the parties in the substantive proceedings. Referral would not have shortened the hearing and determination of the Tribunal at first instance. It may also have created substantial delay in the event that there is an appeal from the Supreme Court's decision at the same time as an appeal from the Tribunal's determination of the remaining issues.

# Appeal Panel

## What the Appeal Panel does

The Appeal Panel is responsible for hearing internal appeals from decisions of each of the Divisions where there is a right of appeal to the Appeal Panel provided in the NCAT Act or in the enabling legislation.

The Appeal Panel is also responsible for hearing designated external appeals as provided in the NCAT Act or the enabling legislation.

## Workload

There was a significant increase in the number of appeals filed in the 2018-2019 reporting period.

The Appeal Panel received 655 appeals for the year ending 30 June 2019. In the previous year, a total of 545 appeals were received. This is an increase of 20.2%.

The overall clearance rate for the year, that is matters finalised as a percentage of new appeals lodged, was 102.4%. A breakdown of statistics by Division is set out in Table 9. These clearance rates were achieved by increasing available sitting days, tighter management of the hearing calendar and increased attention to completion of reserved decisions.

Appeals were received from decisions in all Divisions, the largest number being received from the Consumer and Commercial Division reflecting the high number of first instance decisions in that Division.

Each of the Divisions manages the work by lists or order types. Table 10 on the following page is a breakdown of the appeals by list or order type.

The Appeal Panel has a performance target to finalise 80% of all appeals within nine months from the date they are lodged. To achieve this goal, the Appeal Panel seeks to list all new appeals for callover within two weeks from when they are filed, urgent stay applications and other interlocutory applications being listed more quickly.

Usually, an appeal has only one callover, at which directions are made for the preparation of appeal papers and the provision of submissions by the parties. At the callover the appeal process is explained to parties and a final hearing date is allocated. Parties can usually expect a hearing date six weeks to 10 weeks after the callover, with urgent appeals and interlocutory applications being dealt with more quickly.

For the 2018-2019 year, 94% of matters were finalised within nine months from when they were lodged, with more than 84% being finalised within six months from the date of filing.

**Table 9 – 2018-2019 Appeal Panel workload and performance**

DIVISION	APPLICATIONS	FINALISATIONS	CLEARANCE RATIO
Administrative and Equal Opportunity Division	45	46	102.2%
Occupational Division	7	6	85.7%
Consumer and Commercial Division	568	580	102.1%
Guardianship Division	35	39	111.4%
<b>TOTAL</b>	<b>655</b>	<b>671</b>	<b>102.4%</b>

**Table 10 – 2018-2019 Appeals finalised by Division list/order type**

LIST / ORDER TYPE	2018-2019
<b>Administrative and Equal Opportunity</b>	
• Administrative Review List	40
• Community Services List	1
• Discrimination List	4
• Revenue List	1
<b>Occupational</b>	
• Administrative Review List	6
• Health Practitioner List	0
• Legal Practitioner and Other Professionals List	0
<b>Consumer and Commercial</b>	
• Tenancy List	189
• Social Housing List	47
• General List	73
• Home Building List	127
• Residential Communities List	8
• Strata and Community Schemes List	14
• Strata Schemes List	38
• Motor Vehicles List	41
• Commercial List	37
• Retirement Villages List	6
<b>Guardianship</b>	
• Initial Order	16
• Review of Order	23
<b>TOTAL</b>	<b>671</b>

Consistently with section 37 of the Act, where appropriate the Appeal Panel promotes the use of alternative resolution processes for the resolution of appeals. Conciliation at callovers, and mediations prior to the hearing of appeals, has resulted in consent orders being made to finalise a significant number of matters. The Appeal Panel also refers matters to the Community Justice Centres where appropriate.

More than 33% of all appeals are resolved at, or prior to, the first callover hearing.

**Table 11 – 2018-2019 Final orders made by the Appeal Panel**

FINAL ORDERS MADE	2018-2019	%
Allowed	173	25.8%
Dismissal	354	52.8%
Withdrawal	133	19.8%
Other	11	1.6%
<b>TOTAL</b>	<b>671</b>	<b>100%</b>

**Table 12 – 2018-2019 Appeals/applications to Supreme Court from Appeal Panel decisions**

APPEAL RESULT	2018-2019	%
Allowed	7	25.9%
Dismissal	20	74.1%
<b>TOTAL</b>	<b>27</b>	<b>100%</b>

Subject to the nature of the issues raised on appeal, and whether or not the Act or enabling legislation makes special provision for the constitution of the Appeal Panel, the Appeal Panel is usually constituted by two or three Members.

Orders and reasons for decisions of the Appeal Panel may be given on the day of the appeal. Otherwise, decisions are reserved. The service standard for publishing a decision and written reasons is 12 weeks from the date the decision is reserved, but usually decisions are published before this time. Table 11 provides a summary of the orders made.

Decisions of the Appeal Panel in its internal appeal jurisdiction may be appealed to the Supreme Court of NSW. Decisions may also be challenged by way of judicial review. These appeals and applications are assigned to the Court of Appeal or the Supreme Court depending on whether or not the Appeal Panel was constituted by a Judicial Officer. Table 12 sets out the number of appeals and applications finalised by the Supreme Court for the period 2018-2019 and the result of those appeals.

## Members and staff

The Appeal Panel is constituted by Members at the direction of the President, in consultation with the Principal Member Appeals.

Members of the Appeal Panel comprise the President, the Deputy Presidents of the Divisions, the Principal Member Appeals and Principal Members and Senior Members assigned by the President to the Appeal Panel.

The staff of the Administrative and Equal Opportunity Division and Occupational Division also provide administrative support for the Appeal Panel.

Beyond deciding the appeal in the particular matter, an important role of the Appeal Panel, through its decisions, is to provide guidance to those Members sitting in Divisions of the Tribunal concerning the conduct of hearings, the interpretation of legislation and the making of decisions.

All reserved decisions of the Appeal Panel are available online through NSW Caselaw, the medium through which the Appeal Panel publishes its decisions.

The President and the Principal Member Appeals work with the Deputy Presidents and Members of the Divisions to ensure Members are informed of the work of the Appeal Panel to promote consistent and correct decision-making by the Tribunal.

Bulletins are published by the President updating Members on important decisions both within the Tribunal and decisions of various courts.



# Appendices

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- 1 Legislation**
- 2 Major Legislative Change 2018-2019**
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- 4 NCAT Member Code of Conduct**
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# Appendix 1

## Legislation

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The *Civil and Administrative Tribunal Act 2013* sets out provisions related to establishing the Tribunal, how proceedings are commenced, procedures and powers of the Tribunal, and the appointment of Members.

The following Acts and subordinate legislation confer jurisdiction on the Tribunal as at 30 June 2019.

### NCAT Legislation

Civil and Administrative Tribunal Act 2013  
Civil and Administrative Tribunal Regulation 2013  
Civil and Administrative Tribunal Rules 2014

### Enabling Legislation

#### Administrative and Equal Opportunity Division

Administrative Decisions Review Act 1997  
Adoption Act 2000  
Agricultural Industry Services Act 1998  
Agricultural Livestock (Disease Control Funding) Act 1998  
Agricultural Tenancies Act 1990  
Air Transport Act 1964  
Animal Research Act 1985  
Anti-Discrimination Act 1977  
Apprenticeship and Traineeship Act 2001  
Apprenticeship and Traineeship Regulation 2017  
Associations Incorporation Act 2009  
Australian Oil Refining Agreements Act 1954  
Betting and Racing Act 1998  
Births, Deaths and Marriages Registration Act 1995  
Boarding Houses Act 2012  
Boarding Houses Regulation 2013  
Building and Construction Industry Security of Payment Act 1999  
Building Products (Safety) Act 2017

Business Names (Commonwealth Powers) Act 2011  
Casino Control Regulation 2009  
Cemeteries and Crematoria Act 2013  
Charitable Fundraising Act 1991  
Child Protection (International Measures) Act 2006  
Child Protection (Offenders Registration) Act 2000  
Child Protection (Working with Children) Act 2012  
Children (Detention Centres) Act 1987  
Children (Detention Centres) Regulation 2015  
Children (Education and Care Services) National Law (NSW)  
Children (Education and Care Services) Supplementary Provisions Act 2011  
Children and Young Persons (Care and Protection) Act 1998  
Children and Young Persons (Care and Protection) Regulation 2012  
Coal Industry Act 2001  
Combat Sports Act 2013  
Commons Management Act 1989  
Community Housing Providers National Law (NSW)  
Community Services (Complaints, Reviews and Monitoring) Act 1993  
Cooperatives (Adoption of National Law) Act 2012  
Co-operative Housing and Starr-Bowkett Societies Act 1998  
Criminal Records Act 1991  
Crown Lands Management Act 2016  
Disability Inclusion Act 2014

Dormant Funds Act 1942  
 Drug and Alcohol Treatment Act 2007  
 Education Act 1990  
 Education (School Administrative and Support Staff) Act 1987  
 Electoral Act 2017  
 Electricity (Consumer Safety) Act 2004  
 Electricity Supply Act 1995  
 Exhibited Animals Protection Act 1986  
 Explosives Act 2003  
 Fines Act 1996  
 Firearms Act 1996  
 First Home Owner Grant (New Homes) Act 2000  
 Fisheries Management Act 1994  
 Food Act 2003  
 Food Regulation 2015  
 Forestry Act 2012  
 Game and Feral Animal Control Act 2002  
 Gaming and Liquor Administration Act 2007  
 Gaming Machines Act 2001  
 Gas and Electricity (Consumer Safety) Act 2017  
 Gas Supply Act 1996  
 Government Information (Public Access) Act 2009  
 Guardianship Act 1987  
 Health Records and Information Privacy Act 2002  
 Hemp Industry Act 2008  
 Higher Education Act 2001  
 Home Building Act 1989  
 Hunter Water Act 1991  
 Impounding Act 1993  
 Licensing and Registration (Uniform Procedures) Act 2002  
 Liquor Act 2007  
 Local Land Services Act 2013  
 Lotteries and Art Unions Act 1901  
 Marine Pollution Act 2012  
 Marine Safety Act 1998  
 Motor Accident Injuries Act 2017  
 Motor Accidents Compensation Act 1999  
 Motor Vehicle Sports (Public Safety) Act 1985  
 Mount Panorama Motor Racing Act 1989  
 Native Title (New South Wales) Act 1994  
 NSW Trustee and Guardian Act 2009  
 Ombudsman Act 1974  
 Parking Space Levy Act 2009  
 Payroll Tax Act 2007  
 Payroll Tax Rebate Scheme (Jobs Action Plan) Act 2011  
 Personal Property Securities (Commonwealth Powers) Act 2009  
 Pesticides Act 1999  
 Photo Card Act 2005  
 Police Act 1990  
 Poppy Industry Act 2016  
 Privacy and Personal Information Protection Act 1998  
 Private Health Facilities Act 2007  
 Public Health Act 2010  
 Public Lotteries Act 1996  
 Rail Safety National Law (NSW)  
 Registered Clubs Act 1976  
 Relationships Register Act 2010  
 Retail Trading Act 2008  
 Rice Marketing Act 1983  
 Small Business Grants (Employment Incentive) Act 2015  
 State Debt Recovery Act 2018  
 Sydney Water Act 1994  
 Tattoo Parlours Act 2012  
 Taxation Administration Act 1996  
 Teacher Accreditation Act 2004  
 Thoroughbred Racing Act 1996  
 Victims' Rights and Support Act 2013  
 Waste Avoidance and Resource Recovery Amendment (Container Deposit Scheme) Act 2016  
 Water Act 1912

Water Industry Competition Act 2006  
Water NSW Act 2014  
Weapons Prohibition Act 1998  
Work Health and Safety Regulation 2017  
Workplace Injury Management and Workers  
Compensation Act 1998

### **Consumer and Commercial Division**

Agricultural Tenancies Act 1990  
Australian Consumer Law (NSW)  
Boarding Houses Act 2012  
Boarding Houses Regulation 2013  
Civil Procedure Act 2005  
Community Land Development Act 1989  
Community Land Management Act 1989  
Contracts Review Act 1980  
Conveyancers Licensing Act 2003 (but only in  
relation to Division 3 of Part 4 of that Act)  
Credit (Commonwealth Powers) Act 2010  
Dividing Fences Act 1991  
Fair Trading Act 1987  
Holiday Parks (Long-term Casual Occupation) Act  
2002  
Home Building Act 1989  
Landlord and Tenant Act 1899  
Motor Dealers and Repairers Act 2013  
Pawnbrokers and Second-hand Dealers Act 1996  
Property, Stock and Business Agents Act 2002  
Residential (Land Lease) Communities Act 2013  
Residential Tenancies Act 2010  
Retail Leases Act 1994  
Retirement Villages Act 1999  
Strata Schemes Management Act 2015  
Strata Schemes Development Act 2015  
Sydney Water Act 1994 (Section 58)

### **Guardianship Division**

Children and Young Persons (Care and Protection)  
Act 1998  
Guardianship Act 1987  
NSW Trustee and Guardian Act 2009  
Powers of Attorney Act 2003

### **Occupational Division**

Aboriginal Land Rights Act 1983  
Architects Act 2003  
Building Professionals Act 2005  
Commercial Agents and Private Inquiry Agents Act  
2004  
Conveyancers Licensing Act 2003  
Fair Trading Act 1987  
Health Care Complaints Act 1993  
Health Practitioner Regulation National Law (NSW)  
Home Building Act 1989  
Legal Profession Uniform Law (NSW)  
Licensing and Regulation (Uniform Procedures) Act  
2002  
Local Government Act 1993  
Motor Dealers and Repairers Act 2013  
Passenger Transport Act 1990  
Pawnbrokers and Second-hand Dealers Act 1996  
Point to Point Transport (Taxi and Hire Vehicles) Act  
2016  
Property, Stock and Business Agents Act 2002  
Public Notaries Act 1997  
Security Industry Act 1997  
Surveying and Spatial Information Act 2002  
Tow Truck Industry Act 1998  
Veterinary Practice Act 2003  
Wool, Hide and Skin Dealers Act 2004

# Appendix 2

## Major Legislative Change 2018-2019

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### **Building and Construction Industry Security of Payment Amendment Act 2018**

Assented to 28 November 2018. Amends the *Building and Construction Industry Security of Payment Act 1999*. The Act confers administrative review jurisdiction on NCAT.

### **Building and Development Certifiers Act 2018**

Assented to 31 October 2018 (not yet commenced). The Act repealed the *Building Professionals Act 2005*, *Building Professionals Amendment Act 2008* and the *Building Professionals Regulation 2007*. The Act confers administrative review jurisdiction on NCAT. The Act is expected to commence in early 2020.

### **Charitable Fundraising Amendment Act 2018**

Assented to 31 October 2018. Amends the *Charitable Fundraising Act 1991* making further provision to the regulation of public fundraising for charitable purposes. The Act confers administrative review jurisdiction on NCAT. The Act is expected to commence early 2020.

### **Community Gaming (Amendment) Act 2018**

Assented to 28 October 2018. The Act repeals the *Lotteries and Art Unions Act 1901*. The Act provides a framework for the regulation of gaming activities for community charitable purposes and trade promotion purposes. The Act confers administrative review jurisdiction on NCAT. The Act is expected to commence early 2020.

### **Fair Trading Legislation Amendment (Consumer Guarantee Directions) Act 2018**

Assented to 21 August 2018 and commenced on 28 December 2018. Amends the *Fair Trading Act 1987* to allow NSW Fair Trading to issue a 'consumer guarantee direction' to help resolve consumer disputes. A direction can only be made about goods purchased in the previous 6 months and valued from \$25 to \$3000. The consumer or the business can apply to NCAT for a "redetermination of a consumer guarantee direction."

### **Justice Legislation Amendment Act No 2 (2018)**

Commenced on 1 December 2018 and amends the *Guardianship Act 1987* and *Powers of Attorney Act 2003* to extend the list of persons who are automatically parties to the following Guardianship Division proceedings:

- NSW Public Guardian – is now a party to all review of a guardianship order or an appointment of an enduring guardian.
- NSW Trustee and Guardian – is now a party to all review of enduring guardianship and enduring power of attorney applications.

### **Justice Legislation Amendment Act No 3 (2018)**

Commenced on 1 December 2018. Minor amendments to Part 3A of the *Civil and Administrative Tribunal Act 2013*. The amendment clarified that NCAT is not able to exercise jurisdiction of the kind referred to in section 75 and 76 of the Commonwealth Constitution (federal jurisdiction).

### **National Disability Insurance Scheme (Worker Checks) Act 2018**

Assented to 28 November 2018. The Act established worker screening arrangements for workers engaged in or associated with the provision of supports or services to people with a disability under the National Disability Insurance Scheme. Part 6 of the Act provides for administrative review of certain decisions made by the screening agency. The provisions of the Act relating to NCAT are to commence on 1 July 2019.

### **Paintball Act 2018**

Assented to 15 August 2018 and to commence on 1 July 2019. The Act recognises that paintball markers are not firearms and removes the regulation of paintball markers from the *Firearms Act 1996*. The Act confers administrative review jurisdiction on NCAT.

### **Residential Tenancies Amendment (Review) Act 2018**

Assented to 17 November 2018 and commenced 28 February 2019. Amended the *Residential Tenancies Act 2010* to allow a victim of domestic violence living in a rental property to end their tenancy immediately. The tenant will need to give to their landlord and all other co-tenants a Domestic Violence Termination Notice. NCAT can only examine if the Notice was given in accordance with the legislation. NCAT can also make orders about the payment of rent following the giving of the Notice. Further amendments are due to commence early 2020.

### **Residential Tenancies Amendment (Social Housing) Act 2018**

Commenced on assent on 21 August 2018. The changes inserted a new section 154FA into the *Residential Tenancies Act 2010* that will require NCAT to terminate a residential tenancy agreement where the tenant has been convicted of a rental rebate fraud offence under sections 69 and 69A of the

*Housing Act 2001*, unless the tenant satisfies the tribunal that exceptional circumstances exist that justify not making the order.

A new section 156D was also inserted to allow the Land and Housing Corporation and the Aboriginal Housing Office to require tenants to pay a rental bond where a tenant has caused significant damage to his or her property.

### **Retirement Villages Amendment Act 2018**

Assented to 28 November 2018 and to commence on 1 July 2019. Enables NCAT to make orders about compliance with emergency management requirements and giving residents' information about annual accounts and the appointment of the auditor.

### **Victims Rights and Support Amendment (Statutory Review) Act 2018**

Assented to 27 June 2018 and commenced 14 January 2019. Amends Schedule 3 of the *Civil and Administrative Tribunal Act 2013* and provides that the Tribunal may not compel a witness to give evidence or produce documents in review proceedings under Part 5 of the *Victims Rights and Support Act 2013* if the witness is the victim of the relevant offence to which the review proceedings relate.

# Appendix 3

## Tribunal Members at 30 June 2019

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### President

#### **The Hon Justice Lea Armstrong** BA(Hons) LLB(Hons) LLM

Justice Armstrong was appointed a Judge of the Supreme Court of New South Wales and President of the NSW Civil and Administrative Tribunal on 31 October 2018.

Prior to her judicial appointment, Justice Armstrong served for over three years as NSW's first female Crown Solicitor, with over 25 years' experience in government and commercial law.

Prior to being appointed as the NSW Crown Solicitor, Justice Armstrong worked as NSW Treasury's first General Counsel. Earlier in her career, Justice Armstrong served in a range of senior roles in the Crown Solicitor's Office, including as General Counsel and as an Assistant Crown Solicitor in commercial law and in administrative law. She also worked in a major Sydney commercial law firm, then Blake Dawson Waldron Solicitors.

Justice Armstrong holds a Masters of Law from the University of NSW, and a Bachelor of Laws (Honours) and a Bachelor of Arts (Honours) from the Australian National University.

### Deputy Presidents

#### **The Hon Acting Judge Jennifer Boland AM** DipLaw LLM (Syd)

Judge Boland was appointed as a Judge of the Family Court of Australia in October 1999. In July 2004 she was assigned as a Judge of the Appeal Division of the Court.

Judge Boland is presently an Acting Judge of the District Court of NSW, and Deputy President of the NSW Civil and Administrative Tribunal. Before her judicial appointment to the Family Court, her Honour was a litigation partner in the firm Corrs Chambers Westgarth, and practised in the diverse areas of product liability and family law.

She is a former member and Chairperson of several not-for-profit organisations and a current Foundation Chair of a charitable foundation. In 2012 Judge Boland was admitted as a Member of the Order of Australia.

#### **Judge Susanne Cole** LLM LLB(Hons) GDLP

Judge Cole was sworn in as a Judge of the District Court of NSW, and appointed as Deputy President of the NSW Civil and Administrative Tribunal and Division Head of the Administrative and Equal Opportunity Division and Occupational Division in February 2019.

Prior to her appointments in NSW, Judge Cole was a Judge of the District Court of South Australia for 16 years. She was the Senior Judge of the Environment Resources and Development Court of South Australia from 2010-2019, the Deputy President of the South Australian Civil and Administrative Tribunal from 2015-2017 and a Deputy President of the Equal Opportunity Tribunal of South Australia from 2002-2016.

Prior to her appointment to the bench, Judge Cole practised for 20 years as a solicitor and as counsel.

#### **Acting Judge Nancy Hennessy** LLB (Hons) (ANU) LLM (Syd)

Judge Hennessy was appointed as an Acting Judge of the District Court on 4 February 2019 and is currently a Deputy President of the NSW Civil and Administrative Tribunal. Before her appointment as an Acting Judge, Judge Hennessy was a NSW Magistrate and Head of the Administrative and Equal Opportunity Division of the Tribunal. Her areas of expertise include administrative law, human rights and protective jurisdictions involving children and people with disabilities.

#### **Mr Malcolm Schyvens** BComm LLB

Malcolm Schyvens was admitted as a solicitor of the Supreme Court of Tasmania and holds degrees in law and commerce from the University of Tasmania.

Mr Schyvens is a past president of the Law Society Tasmania and was in private practice in Hobart for 11 years. He was also a part-time member of the Guardianship and Administration Board (Tas), the Forensic Tribunal (Tas) and a Director of the Centre for Legal Studies in Hobart. He also previously held the position of President of the Board of Cosmos Inc. (now Mosaic Support Services) Tasmania's largest provider of day services for persons with an intellectual disability.

He was appointed as the Deputy President of the NSW Guardianship Tribunal in October 2008 and was subsequently appointed as President of that Tribunal in September 2011. Upon

the establishment of the NSW Civil and Administrative Tribunal (NCAT) on 1 January 2014 he was appointed as a Deputy President of NCAT and the Division Head of the Guardianship Division.

Mr Schyvens is currently the Chair of the Australian Guardianship and Administration Council (AGAC) and Secretary of the Council of Australasian Tribunals (COAT).

### **Mr Stuart Westgarth BA LLB**

Stuart Westgarth graduated in Arts and Law from the University of Sydney and has been in practice as a solicitor since 1975. He is a Fellow of the Australian Institute of Company Directors. Mr Westgarth was a Director of Legal Super Pty Ltd until April 2016. He was a partner in Corrs Chambers Westgarth from 1980 to 2007, and Managing Partner (Sydney) from 1995-1999. He was a partner at HWL Ebsworth from 2008-2012 and President of the Law Society of NSW in 2011. His main area of practice has been in commercial litigation, particularly banking, maritime and product liability litigation.

## **Members**

### **Adamovich, Barbara BA LLB LLM**

Senior Member. Admitted as a solicitor in 1998. From 2008 a Legal Member of the Mental Health Review Tribunal and, since 2012, a Senior Member (Legal) of the Guardianship Division of NCAT (formerly the Guardianship Tribunal).

### **Alamali, Nada BAEd LLB MA (TESOL)**

General Member. Since 2013, Children's Registrar, NSW Department of Justice; 2009-2012, Forum Facilitator (sessional), NSW Department of Justice. 2008-2013, Senior Family Dispute Resolution Practitioner, Bankstown Family Relationship Centre; 2007-2008, Family Dispute Resolution Practitioner, Fairfield Family Relationship Centre; 2001-2007 Principal Solicitor, Nada Alamali Solicitors; 1994-2001, solicitor at various firms.

### **Alder, Julia BA (Syd) DipLaw GradCertJourn (UTS)**

General Member. 1996-2015, litigation solicitor at various Sydney firms, including Corrs Chambers Westgarth. 2005-2012, a writer for publications including the *Law Society Journal*, *Workplace Review* and *SafetyCulture*. Currently Parish Administrator, St Michael's Anglican Church, Vaucluse.

### **Alexander, Dr Peter BVSc**

General Member. Country veterinarian with over 30 years' experience in both small and large animal medicine and surgery. He is an enthusiastic advocate for the NSW Animal Welfare League.

### **Anderson, Mark BA LLB**

Senior Member. Admitted as a solicitor in 1985 and as a barrister in 1990. Currently a barrister at the private Bar with over 30 years of advocacy experience and a part-time Senior Member of NCAT since 2014. Interests and experience in multicultural and Indigenous cultural issues; delivered a paper at the 6th World Congress on Family Law and Children's Rights "Protecting the rights of indigenous and multicultural children and preserving their cultures in fostering and adoption" subsequently published in the *Family Court Review*: Vol 52 No 1, Jan 2014. Recently presented at the July 2019 Conference of The International Centre for Family Law Policy and Practice in London in relation to gender dysphoria and transgender issues. Presented on representing children at the AFCC Australian conference in Melbourne in 2017 and in Sydney August 2019. Worked as a counsellor and youth worker for the Association of Children with Learning Disabilities and with UNIFAM in his earlier years and subsequently trained and performed telephone counselling for Lifeline. Extensive work over the years in the care jurisdiction of the Children's Court and District Court, as well as regular appearances in *parens patriae* and adoption matters in the Supreme Court and Court of Appeal, and in the *Federal Family Law Act 1975*(Cth) jurisdiction.

### **Anthony, Lyn BAM Appl Psych MAPS**

Senior Member. Registered psychologist since 1996. Has worked in forensic, secondary and tertiary education and in private practice. Member of the Mental Health Review Tribunal since 2008 (Civil and Forensic hearings). Appointed as Member to NCAT's Guardianship Division in 2016.

### **Ash, David BA LLM**

General Member. Admitted as a barrister in 1998. Currently barrister and nationally accredited mediator. From 1991-1995, an Editor with HarperCollins Publishers and Law Book Co; 1996-1998, Research Officer with the Judicial Commission of NSW; 2006-2010, Council Member of the NSW Bar Association, NSW; 2008 to date, contributing author to the annual NSW Civil Procedure Handbook; 2018 to date, consulting Editor to the Federal Court Reports.

### **Bailey AM SC FRSN, Ian BArch DipLaw (BAB)**

Senior Member. A practising architect from 1970-1980; admitted to the Bar in 1983 and appointed Senior Counsel in 2004. Practiced in all states and territories as counsel in construction disputes. Arbitrator, mediator, construction lawyer and university lecturer. 2000-2014, Co-Director of Studies of Construction Law Masters University of Melbourne. 2004 to date Professorial Fellow Melbourne Law School.



**Bailey, Robyn** BA (Languages) LLB LLM NMAS  
Cert IV (Inv)

Senior Member. Admitted to the Bar in 1988 and as a solicitor in 1989. Nationally accredited mediator; arbitrator; Director Exploresolutions Pty Ltd; Senior Member VRB. Senior Member of Guardianship and Consumer and Commercial Divisions; 2014-2015, Facilitator, Defence Abuse Response Taskforce; 2017, Judge at the International Chamber of Commerce Mediation Competition (Paris).

**Barnes, Susan** BA(Hons1) PhD Anthropology

General Member. Research interest in violence and abuse. Now retired. 2005-2010, Disability Advocate; 2010-2016, NSW Manager Disability Advocacy at People with Disability Australia (PWDA); 2015-2018, Community Member of NCAT in the Guardianship Division.

**Barnetson, Diane** BA BLegStud MIR

General Member. Since 1982 has worked in the Consumer Claims Tribunal and its subsequent Tribunals. She has also worked as an Industrial Advocate, as a Member Mental Health Review Tribunal, Social Security Appeals Tribunal, Migration Review Tribunal, Refugee Review Tribunal and as a conciliator at Human Rights and Equal Opportunity Commission. Has taught legal studies at TAFE and Wollongong University.

**Bartley, Glynis** LLB BSW GDLP

Senior Member. Admitted as a solicitor in 1996. Qualified as a social worker in 1986. From 1986-1988, District Officer, NSW Department of Family and Community Services. 2001-2004, Investigation Officer NSW Ombudsman. 2004-2014, Member and Senior Member of the Social Security Appeals Tribunal. 2014-2017, full-time Member of the Migration and Refugee Tribunals, then the Migration and Refugee Division of the Administrative Appeals Tribunal.

**Bartrop, John** BCom LLB (UNSW)

Appointed General Member of NCAT in January 2019. Admitted as a solicitor in 1978. Commercial Litigation Partner of a national law firm from 1984 to 2012. Practice included appearing in all Courts and Tribunals and undertaking mediations. Held various management positions including Managing Partner, Practice Group Coordinator and Board Member. Currently volunteer at a community legal centre.

**Bassett, Graham** BA DipEd MInfoTech LLB (Hons)

General Member. After being head of information technology at various Sydney schools, he was admitted as a barrister in both Queensland and NSW in 2002. He had a general practice in Byron Bay until 2014 in areas such as crime, intellectual property, family provision and contract. Lectures from time to time in Cyberlaw and Intellectual Property at Southern Cross University. 2007-2014, member of the Consumer Trader and Tenancy Tribunal and NCAT

for the Northern River area of NSW. From 2014, director of the Bath (UK) based company, George Wood Movie Limited. Reappointed to NCAT in Sydney (and occasionally to do hearings in regional areas) in late 2017.

**Beale, Dr Ivan** MSc PhD

Senior Member. Adjunct Associate Professor, UNSW. Psychology Research Consultant. From 1990-1997, Associate Professor and Director, Professional Psychology Unit and Learning Assessment Centre, University of Auckland. 2005-2016, Aftercare board member. Since 2005, Member of the Mental Health Review Tribunal. 2001-2014, Professional Member of the Guardianship Tribunal.

**Beckett, Angela** BA(Hons) MCLinPsych Dip Child Psychiatry BLegS(Hons) DipLegPrac

Senior Member. Admitted as a solicitor in 2003. Clinical psychologist, 1986. Member, Administrative Appeals Tribunal. From 1996-2000, solicitor Freehill Hollingdale & Page and Kingsford Community Legal Centre; 1983-1992, Service Manager Adult Developmental Disabilities Service, Illawarra. Former Member, Mental Health Review Tribunal, Social Security Appeals Tribunal, the Guardianship Tribunal and the Consumer Trader and Tenancy Tribunal NSW. Former board member Illawarra Disability Trust, Greenacres Association, Illawarra Housing Trust.

**Bell SC, Adam** FCIArb BA(Hons) LLB(Hons)  
BAppSc AssocDegAppSc

Admitted as a solicitor in 1982 and admitted to the Bar in 1990. Appointed Senior Counsel in 2003. Nationally accredited mediator. Expertise in equity, commercial law, administrative law, arbitration and mediation.

**Berry, Dr Alexis** BSc(Hons) MBBS FAFRM

Senior Member. Admitted as a Fellow of the Australasian Faculty of Rehabilitation Medicine, a faculty of the Royal Australasian College of Physicians in 2012. Currently a Staff Specialist in Rehabilitation Medicine in the Disability Assessment and Rehabilitation Team. From 2017, a professional Member of NCAT's Guardianship Division.

**Blake AM SC, Garth** BA (Syd) LLM (Syd)

Senior Member. Admitted as a barrister in 1984 and appointed Senior Counsel in 1984. 2002, Churchill Fellowship, to investigate church policy and practice in addressing child sexual abuse in Australian churches. 2018, Member of the Order of Australia, for significant service to the Anglican Church of Australia, particularly to child protection policy and professional standards, and to the law. Member of the Editorial Board of the international Ecclesiastical Law Journal. Various roles in the Anglican Church of Australia since 1998, particularly relating to the protection of children and professional standards. International roles in the

Anglican Communion since 2007; currently chair of the Anglican Communion Safe Church Commission.

### **Blaxland, Wendy** BSW

Senior Member. Qualified as a social worker in 1979. Currently Senior Social Worker, Western Sydney Local Health District (LHD) Aged Care Assessment Team (ACAT); Domiciliary Care Service, Westmead Hospital. Inaugural Honorary Secretary ADARDS (later called 'Alzheimer Association' then 'Dementia Australia'); 1994-2003, Court Visitor for Office of the Protective Commission (now Trustee and Guardian); extensive experience in hospital and community settings, working with people living with dementia and other neurocognitive disorders, their families and carers.

### **Bliim, Steven** DipLaw SAB

General Member. Admitted as a solicitor in 1984. Most recently, three years as Principal Solicitor of a Community Legal Centre. 2012-2014, Solicitor General of the Republic of Nauru. 20 years at the Bar and 14 years as a solicitor.

### **Bluth, Dennis** LLB LLM BA (Syd)

Senior Member. Admitted as a solicitor in 1977. Partner HWL Ebsworth for over 25 years. Specialises in all areas of property law. Accredited property lawyer by the Law Society of NSW. Recognised in Doyle's Guide as a "recommended" New South Wales property and real estate lawyer. Member, the Law Society Property Committee, and the General Practice Section of the Law Council of Australia. Former member, the Property Services Advisory Council. Named "Lawyer of the Year" for Leasing Law in *Best Lawyers™ Australia 2019 edition*. Former Chair General Practice Section, Law Council of Australia.

### **Bolt, Mary** BA(Hons) (Syd) LLB (UNSW)

General Member. 2003, College of Law Exemptee Program. 1999-2013, part-time member of the Administrative Decisions Tribunal sitting in the General Division, Equal Opportunity Division and Community Services Division. 2014 to date, General Member of NCAT in the Occupational Division and Administrative and Equal Opportunity Division. Also sits on appeal matters from the Guardianship Division.

### **Booby, Rhonda** BA MPsyCh LLB(Hons) EMPA(Merit) DipEd DipLegPrac

Senior Member. Admitted as a solicitor in NSW in 1999. Currently, Legal Member, Mental Health Review Tribunal; 2015, appointed to the State Parole Authority. 2014-2015, part-time Law Reform Commissioner.

### **Boxall, Andrew** BA LLB (Syd) DSU (Paris) MA (UNSW)

Senior Member. Solicitor (NSW 1977, England & Wales 1982, WA 1987, Victoria 1989, Hong Kong 1989). Consultant, Allens Linklaters. Member, Superannuation Complaints Tribunal. From

1986-2016, Partner, Allens Linklaters; since 1995, Director, Waratah Receivables Group; 2004-2013, Director, UnitingCare Ageing, Western Region; 1996-2004, Director Transparency International; 2005 to date, Trustee, AMF Australia Foundation.

### **Boyce, Philip** DipLaw (SAB) LLM

Senior Member. Admitted as a solicitor in 1977. 1982-1997, Partner, Haille Paine Solicitors, Bowral and Moss Vale; 1997-2016, Principal, Philip Boyce & Associates, Bowral; 2014 to date, full-time Senior Member appointed to Consumer and Commercial Division, Administrative and Equal Opportunity Division and Appeal Panel; 2006-2013, Senior Chairperson, Local Land Boards of NSW; 2003-2006, Judicial Member, Administrative Decisions Tribunal of NSW; 2006, Solicitor for Registrar General, Acting General Legal Counsel and Head of Legal Division, NSW Department of Lands.

### **Boyce, Stuart** MFireSafeEng MAIBS

General Member. JP, Grade A1 PCA and Grade A1 Accredited Certifier at the Buildings Professional Board since July 1998. Currently Founding Company Director at BCA Logic. Over 27 years' experience providing practical and innovative Building Code consultancy advice across numerous sectors and building types. Consultancy advice includes Building Code Compliance, Fire Engineering, Accessibility Compliance and other Building Legislative advice.

### **Briggs, Phillip** BArch(Hons1) PhD MDR FRAIA MIAMA

General Member. Chair NSW Chapter AIA Senior counsellors, Referee NSW District and Supreme Courts, Expert determiner, Arbitrator, Conciliator, Mediator. 1980 to date; Member of each NSW Tribunal having jurisdiction for resolution of building disputes to current membership of NCAT.

### **Britton, Anne** BA LLB (Syd) DSU (Paris) MA (UNSW)

Principal Member. Admitted as a lawyer in 1989. Currently, Principal Member of NCAT, Chair of Council of Australasian Tribunals (National) and Member of the Judicial Council on Cultural Diversity. 2009-2014, Senior Member, Administrative Appeals Tribunal; 2006-2009, Deputy President of the NSW Administrative Decisions Tribunal; 1999-2006, Judicial Member of the NSW Administrative Decisions Tribunal; 2006, board member of the NSW Legal Aid Commission.

### **Burke, Mary** MA (Special Education) (Macq) MPsyChol (UNSW)

Senior Member. Registered Clinical Psychologist. Currently, an independent consultant in Disability Services. From 1995, Professional Member of the NSW Guardianship Tribunal. Primary focus is the positive and effective management of complex challenging behaviour.

**Burns, Susan** BA LLB (Syd) DSU (Paris) MA (UNSW)

Senior Member. Admitted as a solicitor in 1980, accredited mediator since December 2015. Presiding legal member in the Guardianship Division NCAT since 2012. Previously in private legal practice until 2012. Former part-time lecturer at College of Law 1989-1993.

**Burton SC, Gregory** BA(Hons) LLB(Hons) (Syd) BCL (Oxon) FCI Arb FRI

Senior Member. Admitted to the NSW Bar in 1989 and appointed Senior Counsel in 2004. Senior Counsel in private practice. Arbitrator, mediator, expert determiner, court referee; auDA dispute resolution panel for domain names; 1990, founding and current editor, *Journal of Banking and Finance Law and Practice*; co-author, *Banker and Customer in Australia*; Procurator (church counsel) Presbyterian Church of Australia; 1980-1983, formerly solicitor Freehills (now HSF); 1984-1985, associate to Hon Justice Deane, High Court of Australia; 1987-1988, lecturer in law, Australian National University (ANU).

**Butler, Rex**

General Member. Qualified in law, commercial dispute resolution, mediation and criminology. Previously a Member of the Consumer, Trader and Tenancy Tribunal and other similar Tribunals for 27 years.

**Callaghan SC, Peter** LLM (Syd)

Principal Member. Took Silk in 1994. Practices principally in construction law and general commercial law. Sat as an Acting District Court Judge and regularly adjudicates as an arbitrator or Court referee, and mediates, particularly in construction industry cases. Formerly a Naval Judge Advocate, Deputy President of NSW Administrative Decisions Tribunal and Chairman of NSW Chapter of Institute of Arbitrators and Mediators Australia, 2003-2011.

**Camden, Jodie** LLB (UNSW)

General Member. Graduated with a Bachelor of Laws from the University of NSW in October 1999. Admitted to practice as a solicitor in February 2002. Practices as a Government Solicitor predominantly in NSW emergency services agencies. Appointed as a General Member of NCAT Consumer and Commercial Division in December 2018.

**Campbell, Cathy** DipLaw (LPAB)

General Member. Called to the NSW Bar in 1998. After a successful career on the production side of commercial television, obtained employment with insurance litigation law firm Max Connery and Co while studying law part-time. Practised as a solicitor with a varied practice in civil work generally, with a particular emphasis on legal professional negligence. Previously a

Member of the Consumer Trader and Tenancy Tribunal. Involved with the young persons' charity Stepping Stone House, Sydney.

**Carter, Dr Tanya** BVSc (USyd) MSc IAWEL (Edin) MANCVS (Animal Welfare)

General Member. An experienced small animal veterinarian who established her own veterinary practice in Haberfield, Sydney and is also a wildlife researcher. Published author and presenter on veterinary ethics. Masters degree in International Animal Welfare Ethics and Law. President of the Animal Welfare Chapter of the Australian and New Zealand College of Veterinary Scientists (ANZCVS), President of the Welfare and Ethics Special Interest Group of the Australian Veterinary Association (AVA), Chair of the AVA's Animal Welfare Trust, member of a number of animal ethics committees. Former Member of NSW Veterinary Surgeons Board and Administrative Decisions Tribunal. Member of the NSW Kangaroo Management Advisory Panel and NSW GWIC Animal Welfare Committee.

**Charles, David** BA LLM

Senior Member. Admitted as a solicitor in 1981. Admitted as a barrister in 1991. Over 35 years of experience in civil litigation as a practising solicitor and barrister. Appointed as Strata Schemes Adjudicator in 2012. Volunteered as a duty barrister from time to time at the Downing Centre, Local Court, under the NSW Bar Association Duty Barrister Scheme.

**Cho, Esther** BA LLB MHL

Senior Member. Admitted as a solicitor in 1987. From 2002-2011 Legal Officer, NSW Guardianship Tribunal; 2011-2016 Deputy Registrar, Guardianship Tribunal and NCAT Guardianship Division. Member, Law Society of New South Wales and Council of Australasian Tribunals (COAT). Ms Cho has worked for over twenty years as a solicitor assisting clients from disadvantaged or vulnerable backgrounds through her roles with Victoria Legal Aid, the Mental Health Review Board of Victoria and the NSW Office of the Public Guardian. She was a member of the Elder Law and Succession Committee of the Law Society of NSW and contributed to the development of guidelines for solicitors where their clients' capacity is in issue and to assist in their role as witnesses to enduring powers of attorney. Ms Cho has also been involved in policy development in NSW Health in the area of end of life decision-making and advance care planning issues, particularly for people with decision-making disabilities.

**Churchill, Dr Robert**

General Member. Rural Veterinary Practitioner in NSW for over 40 years, and as Practice Principal for over 35 years. Experience in the health and welfare of animals of many species including dogs, cats, sheep, cattle, horses and alpaca. Continuing involvement in the training of undergraduate veterinary students from several universities.

### **Claridge, Julie** BA LLM

Senior Member. Admitted as a solicitor in 1988. 1990-2004 Special Counsel, Minter Ellison. Extensive experience in the community sector with particular interest in people with mental illness, intellectual disability or who are homeless.

### **Clark, Katrina** BSc LLB

General Member. Admitted as a solicitor in 1985. Currently a Member of the Guardianship Division and Consumer and Commercial Division of NCAT. 1994-2003, General Counsel of Accenture (ANZ); 2008-2011, board member Carers NSW; 2002-2012, board member of the Association with Children with Disability NSW, serving as President 2007-2008.

### **Coleman SC, Andrew**

Senior Member. Senior Counsel at the NSW Bar with 30 years' experience as a solicitor and counsel in commercial and general litigation and dispute resolution. Acted as mediator and expert determiner in commercial disputes. Major in the Australian Army Legal Corps (Reserve).

### **Conley, Jennifer** BA LLB

Senior Member. Admitted as a solicitor in 1993. Previous experience as a solicitor in civil and administrative law with Legal Aid and community legal centres. Prior to the commencement of NCAT, appointed to the Guardianship Tribunal and the Administrative Decisions Tribunal. Currently also appointed to the Mental Health Review Tribunal.

### **Connelly, Janice** BA LLB LLM

Senior Member. Admitted as a solicitor in 1989. Nationally accredited as a mediator in 2009. Extensive Court and Tribunal experience. Currently an assessor and arbitrator for the Local Court of NSW, a Senior Member (Legal) of the Guardianship Division of NCAT, a Presiding Legal Member of the Mental Health Review Tribunal and a mediator with the Workers Compensation Commission.

### **Connor, Elaine** BA(Hons) MPsych(Clin) LLB(Hons)

Senior Member. Qualified as a psychologist in 1979; Admitted as a solicitor in 1992. Extensive experience in guardianship jurisdictions in Victoria and NSW. Experience in a variety of legal roles and in advocating for people with disabilities. Currently also appointed as a Legal Member of the Mental Health Review Tribunal.

### **Cootes AM, Janene** BSocStudies

General Member. Qualified as a social worker in 1977. Executive Officer, Intellectual Disability Rights Service. Appointed to the Guardianship Tribunal of NSW in 2002.

### **Corley, Susan** LLB LLM BSc(Hons) PhD

General Member. Admitted as a solicitor in 1985. Currently also a Senior Research Associate at UNSW. From 1985-1992, solicitor

with Mallesons, Stephen Jacques; 1994-2000, Legal Counsel and then Senior Legal Counsel with AMP Ltd; 1994-2013, part-time member of the Consumer Trader and Tenancy Tribunal and its predecessor tribunals.

### **Corsaro SC, Franco**

Senior Member. Specialist construction lawyer and recognised leader in construction law with wide-ranging knowledge and experience in various areas. Currently listed as a Leading Senior Counsel in the 2018 Doyle's Guide. Began legal career with Henry Davis York in 1980 as a commercial litigation lawyer and appointed as Senior Associate in 1982. Called to the Bar in 1985 and took Silk in 2000. Franco has a keen interest and involvement in alternate dispute resolution and was a part-time lecturer in Commercial Arbitration at the University of Technology, Sydney between 2002 and 2005.

### **Cowdroy OA QC, The Hon Acting Judge Dennis** LLB (Syd) LLM (KCL) Dip Air and Space Law (Lond)

Principal Member. Called to the Bar in 1971. Currently, Chair of the Australian Electoral Commission; Deputy President, Administrative Appeals Tribunal; Integrity Commissioner for the ACT Reporting Officers 154 Australian Defence Force. From 1971-1997, practising barrister; 1998-2006, Judge of the Land and Environment Court; 2006-2014 Judge of the Federal Court of Australia; 2013-2017 Judge Advocate to the Australian Defence Force.

### **Craig QC, The Hon Acting Judge Malcolm** LLB

Principal Member. Admitted to the Bar in 1977. Appointed Queen's Counsel in 1989. Completed the CI Arb course in international arbitration and included in the list of BARADR Arbitrators in 2017. Currently serving as an Acting Judge of the District Court. From 2010-2016, served as a Judge of the NSW Land and Environment Court; 1992-1995, served as a Commissioner (part-time) of the NSW Law Reform Commission.

### **Crawford, Dr Julia**

General Member. Small animal veterinarian with 33 years' experience. Past President of the NSW Division of the Australian Veterinary Association, Chair of the Vet Nursing Group National industry Advisory Group and a Director of the Australian Veterinary Association.

### **Creasey AM, Dr Helen**

Senior Member. 30 years' clinical experience in geriatric medicine, dementia and ageing research and education with health related professional and community groups and in ageing and dementia related advocacy organisations. Has served on various government advisory panels.

### **Crowley, Debbie**

General Member. Since 1990, involved in community organisations that provide disability services or fund disability services. Experienced foster carer.

### **Currie, John** BA LLB (Syd) LLM (Lond)

Senior Member. Admitted as a solicitor NSW in 1975; subsequently in other states, England and Wales. From 1990-1993, Member of Council and Committee Chairman Law Society of NSW; 1988-1993, Partner Corrs Chambers Westgarth; 1993-2013, Partner and Head of Practice Henry Davis York; 2001-2013, Adjunct Professor of Law, University of Sydney; Since 1995, Deputy Chairman, Lawyers Assistance Program; 1993-2013, Judicial Member, Administrative Decisions Tribunal NSW; 2010-2013, Legal Member, Guardianship Tribunal.

### **Curtin SC, Greg** BA LLB

Senior Member. Admitted as a solicitor in 1987, a barrister in 1989 and appointed senior counsel in 2010. Experienced trial and appellate barrister whose practice includes a wide range of commercial and common law cases; has appeared for parties in various royal commissions, the NSW Independent Commission Against Corruption and coronial inquiries, as well as appearing as counsel assisting the NSW Independent Commission Against Corruption. He is entitled to practice in all Australian courts, in domestic and international arbitrations and as a mediator.

### **D'Arcy, Jennifer** BComm LLB (UNSW)

Senior Member. Currently a Member of the Social Services and Child Support Division of the Administrative Appeals Tribunal, legal Member of the Mental Health Review Tribunal and a Senior Member in the Guardianship Division of NCAT from 2006. Experience working in private practice and in community legal centres.

### **Daly, Sonja** BA LLB

General Member. Admitted to Supreme Court of NSW 1994. Admitted to the High Court of Australia 1994. Currently managing partner of a law firm practising in commercial and consumer litigation and dispute resolution. Arbitrator of Local Court.

### **Davidson, Patricia** BEd (SpecEd) MSPECed

General Member. Qualified as a special education teacher in 1974. Over 40 years' experience working with people with disabilities in the fields of education and the community. 14 years' experience with the Public Guardian as a principal guardian, regional manager and assistant director.

### **Davison, Steven**

General Member. Qualified in psychology and public health with experience in community mental health services, forensic and occupational psychology, tribunals, state and federal public agencies and non-governmental organisations (NGOs).

### **Dawson, Rodney** LLB (Syd)

Senior Member. Admitted as attorney, solicitor and proctor of Supreme Court of NSW in 1970. Currently solicitor consultant. From 1970-2019; over 49 years' experience, with particular emphasis in administrative, local government and planning law. Former Councillor of Law Society of NSW and former Chair of various committees thereof; former Member, Board of Governors of College of Law and former Member, Legal Practitioners Admission Board.

### **De Jersey, Sancia**

General Member. Holds a mediation qualification from the Institute of Australian Mediators and Arbitrators. Her principal area in private practice of about 20 years was commercial litigation. Appointed a Member of the Consumer Trader and Tenancy Tribunal in 2012, and then appointed to NCAT.

### **Deutsch, Prof Robert** LLB(Hons) (Syd) LLM(Hons) (Cantab)

Senior Member. Professor, School of Taxation and Business Law Faculty of Business UNSW. Extensive experience both as an academic and in practice in the fields of taxation, business law and accounting and has written widely in these and related areas. Member of the Tax Institute.

### **Dinnen, Deborah** BA LLB LLM

Senior Member. Barrister practicing in administrative law, employment and industrial law, discrimination law, and work health and safety prosecutions.

### **Dive, Laura** BA LLB

Senior Member. Admitted as a solicitor in 2001. Called to the bar in 2005 to 2016. From 2001-2002, solicitor with NSW Legal Aid. From 2002-2005, solicitor with the Crown Solicitor's Office NSW.

### **Douglas, Marshall** BA LLB

General Member. Currently a director and solicitor at O'Reilly Douglas & Co Pty Ltd, a nationally accredited mediator, part-time Member of the Administrative Appeals Tribunal and sessional arbitrator at the Workers Compensation Commission.

### **Drake, Peta** LLM

General Member. Graduated with a Masters in Law from the University of Sydney in 1984. Practiced with one of Sydney's pre-eminent law firms and as an in-house counsel in the oil and gas industry. Worked for the Australian Government in London in its foreign capital investment attraction program. Relocated to Singapore developing a range of home textiles. Built successful business as independent retailer in Sydney. Appointed as a non-judicial Member in the retail leasing division of the Administrative Decisions Tribunal. Appointed as a Member of NCAT in 2014.

**Drennan, Jeniffer** BA LLB (Hons)

General Member. Formerly an NCAT conciliator. Nationally accredited mediator since 2007 (NMAS). Currently Chair of Resolution Institute Newcastle Professional Development Group - a group actively promoting the advancement of a diverse range of dispute resolution models in the wider community.

**Dubler SC, Dr Robert** LLB(Hons1) (Syd) BEd(Hons1) (Syd) LLM(Hons1) (Cantab) PhD (Syd)

Senior Member. Admitted as a solicitor in 1986. Called to the bar in 1990. Appointed senior counsel in October 2004. LEADR accredited mediator, 2012.

**Duffy, Francis** BSW(Hons) MSW

Senior Member. Lecturer in Social Work and Policy Studies, University of Sydney since 2012. Research areas include ageing, disability and social work practice. Previously a senior social worker and team leader at St Vincent's Hospital for 10 years. Board director with Charingfield Residential Aged Care Facility, Waverley for 9 years and previous board director of Abbeyfield Australia, community housing.

**Durack SC, Philip** BJuris LLB BCL

Senior Member. Senior Counsel at the Sydney Bar with over 34 years' experience as a solicitor and counsel in commercial and general litigation.

**Dutra, Suhad** BA LLB

General Member. Admitted as a solicitor in NSW in 2000. Current Member of the Torture Claims Appeals Board (Hong Kong) and adjudicator, Non-refoulement Claims Petition Office, Hong Kong. 2015-2017, former Member of the Administrative Appeals Tribunal; 2009-2015, Refugee Review Tribunal and Migration Review Tribunal; 2011-2012, Independent Protection Assessment Office; 2017-2018, former reviewer at the Immigration Assessment Authority. Former Refugee Status Determination (RSD) Officer, Government of Nauru. 2003-2009, former Director/Principal Solicitor of the NSW Immigration Advice and Casework Service; and published author of The Immigration Kit, 8th Edition.

**Eftimiou, Maritsa** BA LLB

General Member. Admitted as a barrister to the Supreme Court of NSW, 1983. From 1999-2007, Member of the Migration and Refugee Review Tribunal; 2003-2012, Member of the State Parole Authority of NSW.

**Epstein-Frisch AM, Belinda** BSW MSW

General Member. Adviser to the Independent Advisory Council of the National Disability Insurance Scheme. Consultant, National Support Agency, Disability Support Organisation project. 2008-2013, Member, National People with Disability and Carer Council; 2006-2008, Deputy Chair, National Disability and Carer Ministerial

Advisory Group; 1997-2007, Convenor, Disability Safeguards Coalition.

**Esdale, Lynden** BSocWk (UNSW) MSc Public Policy

General Member. Qualified as a social worker in 1976. Pursued a career primarily in social policy, social housing and homelessness in NSW Government agencies. Member and former board member of the Australasian Institute of Social Housing. Executive Chair of the NSW Housing Appeals Committee from 1996-2014.

**Fairlie, David** BA LLB LLM

Senior Member. 1975 as a Legal Practitioner. General Counsel, Competitive Foods Australia Pty Limited. 1994, President, Law Society of NSW; Since 2016, chair, Disciplinary Tribunal of Chartered Accountants Australia and NZ. 2010-2013, Judicial Member, Administrative Decisions Tribunal; 2006-2019, Director, Australian Centre for International Commercial Arbitration.

**Fela, Richard Marcell** BA (Behavioural Science)

General Member. 2019, director, Dundaloo Foundation. From 2000-2003, Residential Support Worker for ADHC; 2003-2007, Child Protection Caseworker, Community Services; 2007-2016, Principal Guardian, NSW Public Guardian; 2016-2018, Community Visitor; 2016-2018, Community Member, NCAT's Guardianship Division.

**Fenwick, Susan** DipLaw DipBusAd

General Member. Currently, Presiding Chair, Housing Appeals Committee. From 1997-2010, Head of Operations at Audit Commission, UK, inspecting and reporting on service quality; 1985-1997, held a variety of operational and management roles in both social housing and local government in the UK.

**Ferreira, Ingrid**

General Member. Over 30 years' experience in business administration, customer service, middle management. Involved with Down Syndrome NSW and Special Olympics. Works for IDRS; this position puts her in contact with people with intellectual disability, many of whom are incapable of making essential life decisions.

**Field, Dr Barbara** MBBS MD FAFRM MPH BA MPhil

General Member. Currently teaching ethics in schools. Worked with physically and intellectually disabled children and adults and did genetic research at Sydney University.

**Flanagan, Sharon** BA(Hons) MPsych(Clinical)

Senior Member. Qualified as a clinical psychologist in 1989 and subsequently registered as a clinical neuropsychologist. Currently in private practice assessing and treating individuals with neurological disorders. From 1989-2018 in private practice and in

Sydney hospitals: Lidcombe Hospital (1989-1983), Royal Ryde Rehabilitation Hospital (locum 1994-1995, consultant 1998-2001), Prince of Wales Children Hospital (locum 1995), Calvary Hospital (2014-2017). Clinical supervisor of Clinical Psychology Masters students at UNSW (1995-2014) and University of Sydney (1996-1999). From 2002-2018, a professional Member of the Guardianship Tribunal (now Guardianship Division of NCAT).

### **Fogg, Sarah**

General Member. Community Member in the Guardianship Division with over 30 years' experience working for older people's advocacy organisations, services that support older people to live as independently as possible, and government.

### **Foldi, Matthew** BEc MBA (Macq) MGSM

General Member. Over 30 years' experience as business principal and Director of service related SME's (small to medium sized organisations) with specific expertise in lease and tenancy disputes and resolution.

### **Foreman AM, Emeritus Professor Philip** BA MLitt Med PhD FACE FAPS

General Member. Registered as psychologist in 1990. Currently, Emeritus Professor, University of Newcastle. Dean of Education at the University of Newcastle, 2001-2007. Life Member Royal Institute for Deaf and Blind Children and Australian College of Educators. Chair, NSW Institute of Teachers, 2007-2013. Member, Administrative Decisions Tribunal; 2007-2013, Member, NCAT since 2014. Publications include *Education of Students with an Intellectual Disability: Research and Practice* (2009) and *Inclusion in Action* (5th edition, 2017). Member, Order of Australia, 2013 for services to tertiary education and to people with a disability.

### **Fougere, Christine** LLB

Principal Member. Admitted as a solicitor in 1994. Currently a Principal Member of NCAT's Guardianship Division. Previously, Deputy President of the former Guardianship Tribunal and Legal Member since 2006. From 2012-2016, Legal Member of the Mental Health Review Tribunal. Extensive experience in administrative, discrimination and human rights law.

### **French, Philip** BA(Hons) LLB(Hons) GDLP

General Member. Admitted as a solicitor in 2007. Currently, also a Legal Member of the Mental Health Review Tribunal. Extensive experience in the provision of community legal services to persons with disability.

### **Frost, Stephen** BA(Hons) DipLaw (BAB) FTI

Senior Member. Admitted as a lawyer in 1989. From 1995 to 2008, a partner in the business advisory firm KPMG; 2006 to 2017, Member of the Commonwealth Administrative Appeals Tribunal; 2010 to 2013, Judicial Member of the former NSW Administrative Decisions Tribunal.

### **Gardner, Michelle** LLB GDLP

Senior Member. Admitted as a solicitor in 2000. Currently, also a Legal Member of the Mental Health Review Tribunal. Previously a Senior Member of the Social Security Appeals Tribunal.

### **Giurissevich, Anthony** BA LLB (Syd)

Senior Member. Admitted to the Supreme Court NSW and High Court in 1976. Currently, consultant lawyer in Sydney mid-tier firm. Past Legal Member of Social Security Appeals Tribunal and Veterans' Review Board. Current Member of Mental Health Review Tribunal.

### **Given, Fiona** BA(Hons) LLB

General Member. Fiona Given has lived experience of disability. She is a keen advocate for people who have little or no speech. She runs her own training consultancy business. Fiona serves on the boards of Side By Side Advocacy and Assistive Technology Australia.

### **Goldstein, David** BJuris LLB

Senior Member. Admitted as a barrister and solicitor in Western Australia, 1979. Admitted as a solicitor in NSW, 1983. Admitted as a solicitor in Hong Kong in 2006. Senior Member (part-time) Consumer Trader and Tenancy Tribunal and NCAT since 2012.

### **Goodman-Delahunty, Prof Jane** BA TTHD JD PhD

General Member. Admitted to the bar in 1983, qualified as an Experimental Psychologist in 1986 (USA), as a registered psychologist in 2005 (Australia), and accredited as a mediator in 1994 (USA) and 2002 (Australia). Currently, Research Professor, Charles Sturt University, Manly. From 2002-2013, Commissioner, NSW Law Reform Commission; 2007-2013, mediator, NSW Department of Commerce; 1992-2001, administrative judge, US Equal Employment Opportunity Commission; From 2007, General Member of NCAT. Elected Fellow of the American Psychological Association.

### **Grant, Christopher** BEc LLM GradDipEd

Senior Member. Admitted as a solicitor in 1989. Solicitor for over 25 years working in community legal centres, NSW Legal Aid and private firms. From 2014-2016, worked with the Royal Commission into Institutional Responses to Child Sexual Abuse. Main areas of practice are criminal law, family law and children's law.

### **Grassi, Dr Tanya** MBBS(Hons) BSc Vet(Hons)

General Member. Currently a Lecturer at University of NSW. Long-term lived experience as a carer and advocate for people living with a disability. Deputy Editor of the *Medical Journal of Australia* over various periods between 1999-2013. Lecturer in Medicine at UNSW since 2011.

**Green, Dr Jenny** BEd MA PhD GradCert (Higher Education) MAICD

General Member. Chair of Macquarie Community College. Board member of the Australian Centre for Disability Law. Consultant and academic. An academic and practitioner with 30 years' experience in not-for-profit organisations and disability.

**Halbert, Jennifer** BA LLB

Senior Member. 1991 admitted as a solicitor of the Supreme Court of NSW and in the High Court of Australia. Nationally Accredited Mediator. From 1991 practised as a solicitor in private practice, as a Reviewer for the Office of the Legal Services Commissioner (OLSC), a solicitor and senior solicitor for the Women's Legal Resources Centre (WLRC). From 2003 to 2019, Registrar of the Family Court of Australia (FCOA) and the Federal Circuit Court (FCC). 2006-2016, Regional Appeal Registrar Eastern Region. Since 2016, appointed to the Guardianship Division and the Consumer and Commercial Division of NCAT in 2017.

**Halstead, Adam** MLLP AssocDegLaw

General Member. Part-time member of the Consumer and Commercial Division. Solicitor, Notary Public and part-time member of the Administrative Appeals Tribunal. Formerly member of the Social Security Appeals Tribunal, partner at Goldbergs Lawyers with a practice in commercial law, general legal practice as principal of Bradfield Mills Solicitors and solicitor-advocate at Legal Aid NSW.

**Halstead, Nathan** MBuildSurv (UWS), GradDip FireEng (VU)

General Member. With more than 24 years of industry experience in building regulations and environmental projects, Nathan founded AED in 1999. Nathan is nationally accredited as a Building Surveyor and is a Grade A1-Accredited Certifier/PCA within NSW, enabling him to provide certification and advice on all classes of building. Nathan is also an Accredited Fire Engineer, accredited in NSW, Victoria and Queensland. Nathan has extensive experience in dealing with a wide range of projects, involving complex performance-based compliance solutions and fire safety engineering. Nathan has developed AED into a high level consulting firm offering professional consulting and certification services to the construction industry.

**Hamilton SC, Roger** BA LLB LLM MTax

Senior Member. Formerly a barrister. From 1973-1977, Commonwealth Attorney-General's Department; 1977-1982, Australian National University; 1982-1987, Freehill, Hollingdale and Page; 1987-1988, Morgan Grenfell; 1988-1993, Minter Ellison; 1993-2006, barrister, NSW Bar; 2006 to present, Senior Counsel, NSW Bar.

**Hann, Danielle**

General Member. Admitted as a solicitor in 1994. From 1994 to 2005, solicitor and Senior Associate in private practice (NSW), practising in commercial litigation and construction litigation. Currently Senior Lawyer and legal practice manager within the Commonwealth Government.

**Hanstein, Sharon** BA LLB LLM

General Member. Admitted as a solicitor in 1994. From 2001 to 2010, a solicitor with Blake Dawson Waldron and the Australian Government Solicitor. From 2012, a Member of the Consumer, Trader and Tenancy Tribunal and NCAT.

**Harris SC, John**

Senior Member. Admitted as a solicitor in 1973 and called to the Bar in 1981. Appointed as Senior Counsel in both New South Wales and the Australian Capital Territory in 2002 before commencing duty as the Deputy Director of Military Prosecutions in 2013 and Acting Director of Military Prosecutions in 2015. Advised and appeared for a variety of NSW government instrumentalities including in the areas of fair trading and consumer protection as well as public law and administrative law. Assisting Counsel in a number of inquiries, including being personally chosen by the then Chief Justice of the ACT as senior counsel assisting in the Eastman Inquiry. Briefed regularly by the NSW Commissioner for Consumer Affairs and regularly appeared before the Commercial Tribunal. Experienced in landlord and tenant matters and commercial leasing disputes in relation to real estate and chattels, and has successfully participated in mediations and other forms of negotiations and alternative resolution processes.

**Harris, Philip** CSM RFD psc(r) BA LLM

General Member. Principal of a private legal practice in Tamworth specialising in property law and conveyancing, business and commercial law, and wills, deceased estates, powers of attorney and guardianship.

**Harris, Ronald** LLB (Syd)

General Member. First admitted as a solicitor in 1975. With extensive experience having practised in Sydney before moving to the north coast where he has practised for over 30 years. Law degree from Sydney University and mediation qualifications from Bond University. Nationally accredited mediator for many years.

**Harrowell, Mark** Comm LLB

Principal Member, Appeals. Solicitor, 1982. From 1982-2012, solicitor in private practice, including a Partner from 1990-2012 and Managing Partner from 1999-2003. Formerly part-time Senior Member, Acting Chairperson and Deputy Chairperson (Determinations) of the Consumer Trader and Tenancy Tribunal from 2012-2013. Principal Member and List



Manager, Consumer and Commercial Division of NCAT, 2014-2016.

#### **Harvey, Danae** BA(Hons) LLB

General Member. Has worked in community legal centres in the Hunter and Illawarra regions of NSW from 1993-2003. In 1999 accredited as a mediator through Lawyers Engaged in ADR (LEADR). 2002-2013, appointed to the Consumer Trader and Tenancy Tribunal; 2005-2008, Mental Health Review Tribunal. Currently appointed as Assessor in the Small Claims Division of the Local Court since 2003, and to NCAT's Consumer and Commercial Division since 2014.

#### **Hausfeld, Dr Steven** BA(Hons) PhD LLB

General Member. Admitted as solicitor in 2001, called to the Bar in 2003. Practiced at Bar in ACT and NSW until June 2019. 1975-1984, tutor and lecturer in psychology, Macquarie University; 1984-1998, Commonwealth public servant.

#### **Hayes, Elayne** BA

General Member. Qualified mediator through LEADR, 2013-2016. Voluntary work with University of Western Sydney Law School since 2011. 1983-1987, Social Security Appeals Tribunal Sydney; 1999-2000, Social Security Appeals Tribunal Canberra; 2006-2010 and 2013-2018, General Member, Veterans' Review Board; From 1998, a General Member of the Occupational Division of NCAT; since 2002 a General Member of the Equal Opportunity Division of NCAT; and since 2016, a General Member of the Childrens' Guardian area.

#### **Hennings, Simon** BA LLB (Syd)

General Member. Admitted as a solicitor 1989. Currently, full-time Member of NCAT. 2002-2005, part-time Member of Consumer, Trader and Tenancy Tribunal; 2006-2013, full-time Member of Consumer, Trader and Tenancy Tribunal; Since 1994, Committee Member Camden Show Society; Since 2001, Community Member for the Community Consultative Committee Camden Gas Project.

#### **Higgins, Sigrid** BA LLM

Senior Member. Admitted as a solicitor in 1983 and called to the NSW Bar in 1999. Graduate Certificate in Dispute Resolution 2000. Currently practising as a barrister. Part-time Judicial Member and Deputy President of the former NSW Administrative Decisions Tribunal until 2013; 2008-2013, Member, Defence Honours and Awards Appeals Tribunal; 2005-2012, Patent and Trade Marks Disciplinary Tribunal; 2002-2005, Legal Member of the NSW Chiropractors' Registration Board; 1995-1997, Executive Secretary of the International Commission of Jurists (Geneva, Switzerland); 1991-1993, Manager and Senior Lawyer, Commerce Commission (Wellington New Zealand), and Principal Legal Officer and Senior Assistant Director in the Office of the Commonwealth Director of Public Prosecutions; 1983-1987, Principal Legal Officer (Criminal Law Policy) Commonwealth Attorney General's Department.

#### **Hilson, Freda** MSW MMgt (Community)

General Member. 1979-2006, social worker and manager in a range of roles and services for people with physical disabilities, intellectual disabilities and Acquired Brain Injury. 2006-2012, Official Community Visitor with NSW Ombudsman. Since 2006, Community Member of the Guardianship Tribunal and NCAT's Guardianship Division.

#### **Hitter, Monique** BSW DipLaw

Senior Member. Solicitor with over 15 years' experience in civil law. Prior to that, she worked as a social worker in community health settings. Held legal positions in government, community and private sectors, with a particular focus on social justice.

#### **Holles RFD, Francis** DipLaw SAB BLaw KI

General Member. 1983, Solicitor (NSW); 1990, Barrister (NSW); 1996, Barrister (Ireland). NSW Private Bar. 1976-1989, NSW Legal Aid Commission; 1989, NSW DPP; 1990-2011, NSW, Crown Prosecutor; 2009-2018, Colonel Consultant Defence Legal Service.

#### **Hollis, Dr Jean** MBBS(Hons) MPhil FRANZCP FPOA

Senior Member. Commenced work as a doctor in 1989. Admitted as a Fellow of the Royal Australian and New Zealand College of Psychiatrists 1999. Consultant psychiatrist and senior lecturer, Concord Medical School, University of Sydney. Published research concerned antipsychotic dispensing and risk of death in those over 65 years of age. From 2002-2005, worked as a medical advisor for NSW Department of Veterans' Affairs.

#### **Houlahan, Lynn Mary** BA Psych PGDipPsych MSpecEd DipWelfare JP

Senior Member. Registered psychologist, member of AHPRA since 2007. 1996 to date, NSW Mental Health Review Tribunal; 2013-2017, psychologist/commission officer with Royal Commission into Institutional Responses to Child Sexual Abuse; 1995-2013, deputy chairperson, NSW Housing Appeals Tribunal; 1996-2008, Professional Member, Administrative Decisions Tribunal. Formerly, regional co-ordinator and was previously and area manager, DOCS Disability and Child Protection Services.

#### **Hunter, Penelope** BA LLB

General Member. Admitted to the Supreme Court of NSW 1996. Holder of an unrestricted NSW practising certificate. Registered migration agent, 1994-1998, 2005-2007. Member of the Administrative Appeals Tribunal since June 2016. Former Member of the Consumer Trader and Tenancy Tribunal (2009-2013) and Social Security Appeals Tribunal (2009-2015); 2015 to 2016, Youth Justice Conference Convenor, Department of Juvenile Justice; 2010-2012, Independent Protection Assessment Officer, Independent Assessment Office; 1996-2010, senior associate/solicitor, various firms in Newcastle and Sydney including UTR Law, Tranter Lawyers, Turnbull Hill Lawyers, Uther

Webster & Evans; 1995-1996, Tenants Advocacy Worker, South West Sydney Legal Centre.

**Isenberg RFD, Ret. COL Norman** BA LLB DipEd

Senior Member. Admitted as a solicitor in 1976. Consultant lawyer. Public Notary since 1993. Accredited Business Law Specialist for over 20 years. Officer Australian Army Reserve for over 30 years including Panel Leader, Army Reserve Lawyers Panel NSW. Retired as Colonel, 2013. Formerly Chartered Tax Advisor, Fellow Australian Institute of Company Directors, Member Society of Trust and Estate Practitioners, Member Legal Consultative Committee to NSW Minister for Co-operatives. Member, Law Society NSW, Legal Education Committee.

**Isenberg, Naida**

Senior Member. Member of the Defence Honours and Awards Appeals Tribunal. Formerly served on the Administrative Appeals Tribunal, Veterans' Review Board and the Migration and Refugee Review Tribunals. Has a long legal background at a senior level in both the Commonwealth and NSW governments, as well as in the private sector. Holds the rank of Lieutenant-Colonel in the Australian Army Legal Corps. Served on the board of two charities, one of which is the War Widows Guild.

**Jamieson, Dr Gail** MBBS FRACP

Senior Member. Geriatrician, gaining her specialist qualification in 2002. Over 10 years' experience in the public system, and now works in private practice, including providing a direct service to residential aged care facilities. Her interests lie in the field of dementia, psychogeriatrics and frailty.

**Jay, David** BSc(Hons) LLB(Hons)

Senior Member. Admitted to New South Wales Bar in 2004. Currently, practising barrister in commercial disputes, equity and tax law. He has presented papers for the Law Society's CLP programs on environmental law and family provision claims. He is a qualified mediator and acts as a Contributions Assessor for the Dust Diseases Tribunal. Before admission to the Bar, he acted as a solicitor and in-house counsel for a private company. Member, Francis Forbes Society for Australian Legal history. Former tipstaff for Justice Peter Young.

**Johnston, Susan** BSocStud MPH

General Member. Member of Australian Association of Social Workers from 1982. An 'Other Suitably Qualified' Member of NSW Mental Health Review Tribunal (forensic and civil panels) since 1994. 2008-2016, a Board Director of Evergreen Life Care (aged care facility).

**Jones, Amanda** BSW

General Member. Accredited social worker with the Australian Association of Social Work. Currently in private practice with a focus on fostering, adoption and clinical supervision. Also

employed as a social worker with NSW Health. Over 20 years' experience as a social worker. General Member since 2014.

**Kearney, James** BSc LLB(Hons1)

Senior Member. Pursued a career as a scientist before being admitted as a solicitor in 1985. Admitted as a barrister in 1986 and has practiced as a barrister at the private bar in NSW since then. Nationally Accredited Mediator. Since 2009 a contributions assessor and mediator with Dust Diseases Tribunal of NSW; in 2016, appointed Senior Legal Member of NCAT sitting in the Guardianship and Appeal Panel Divisions; Appointed Chair of the MAIF Tribunal in 2017.

**Kennedy, Claudia** BA DipEd DipRC MA

Senior Member. Qualified as a rehabilitation counsellor in 1983, MASRC. Currently, a presiding chair of the Housing Appeals Committee. Worked in disability practice, policy and education since 1980 at CRS, WorkCover, ADHC and University of Sydney.

**Khadem, Atousa**

General Member. Principal consultant at Sapienti, a high level legal consultancy services provider. Admitted as a solicitor of the High Court of Australia and Supreme Court of NSW in 1990 and has almost 30 years of experience working in a range of legal roles as a litigator, policy adviser, legal management consultant, and conflict resolution professional. Skilled and experienced in conflict management and conflict resolution practitioner; a Resolution Institute nationally accredited mediator and graduate of Harvard Law School in Advanced Negotiation. Certified Search Inside Yourself teacher, a leadership program designed at Google. Facilitator at both Smiling Mind and the Resilient Leader.

**Kinsey, Graham** LLB

General Member. Admitted as a barrister in 1976. Admitted as a solicitor in 1981. 1974-1977, legal clerk and legal officer with Corporate Affairs Commission; 1977-1986, legal officer and then manager of the Legal Services Branch, Department of Consumer Affairs. 1986, solicitor in private practice with John Orford & Associates; 1987-2014, sole practitioner; 2014-2017, Koutzoumis Lawyers. 2009-2013, part-time Member, Consumer Trader and Tenancy Tribunal. From 2014, part-time General Member of NCAT's Consumer and Commercial Division.

**Koussa, Janet** MCounsPsych

General Member. Over 30 years' experience in intellectual disability, mental health and advocacy organisations. Past facilitator of eating disorders groups and panel member Mental Health Review Tribunal. Currently with neuroCare Clinic Sydney.

**Laurence, Kerrie** BA Educational Psychology

General Member. Currently Director, Reportable Conduct Unit, Department Family and Community Services. 10 years, teacher for adults and children with intellectual disabilities. 16 years, child

protection casework and management with Department of Family and Community Services and Barnardos. 2006-2007, age care quality assessor, Age Care Standards and Accreditation. 1990-2006, Member, Social Security Appeals Tribunal; 2001-2010, Member, Veteran's Review Board; 2002 to current, Community Member of the Guardianship Tribunal and Guardianship Division of NCAT.

### **Le Breton, John Vincent**

General Member. Experience managing government and non-government services supporting people with disabilities. Community Member in Guardianship Division since 2007. Member Mental Health Review Tribunal since 2016. Former Director of the NSW Office of the Public Guardian and former Director of Victims Services NSW. Former Member Administrative Decisions Tribunal. Former member NSW Ministerial Reference Group on Person Centred Approaches and former Co-chair NSW Ombudsman's Committee on Community Living.

### **Le Poer Trench, The Hon Acting Judge Mark**

Principal Member. Judge Le Poer Trench was appointed as a Judge to the Family Court of Australia in October 2001. Prior to his appointment, His Honour spent 20 years practising at the NSW Bar, predominately in family law, appellate advocacy, children's matters and de facto relationships. His Honour is currently a mediator and arbitrator for family law matters, and is a member of the Australian Institute of Family Law Arbitrators and Mediators. His Honour is a member of the Family Law Section of the Law Council of Australia.

### **Leal, Suzanne BA(Hons) LLB (Syd)**

Senior Member. Admitted as a solicitor in 1992. Currently, Senior Judge for the NSW Premier's Literary Awards. Former Member of the Migration Review Tribunal (2001-2015), Refugee Review Tribunal (2004-2015); and Judicial Member of the Administrative Decisions Tribunal (2004-2015).

### **Lennard, Jann BA LLB(Hons) (ANU)**

General Member. Barrister at Law NSW 1989. Solicitor and barrister ACT 1989. Nationally Accredited Mediator 2011. Currently, Senior Member ACT Civil and Administrative Tribunal. From 1988-2006, Lecturer in Law University of Canberra; 1998-2009, Member of the Residential Tenancies Tribunal ACT and Community Member Guardianship and Management of Property Tribunal ACT.

### **Levingston, John BA LLB (ANU)**

General Member. Admitted to the High Court and Supreme Court of the ACT, NSW and Victoria. Has been in private practice in Sydney for over 35 years as a solicitor and a barrister at the NSW Bar practising principally in commercial law. Many years' experience as an arbitrator on the NSW Court Panels and privately appointed in commercial disputes. Previously appointed to the

Commonwealth Working Group on the Carriage of Goods by Sea, an accredited mediator and appointed as a costs assessor and review panellist in NSW. Previously held honorary appointments as an Adjunct Professor of Law at the University of Canberra and Conjoint Professor of Law at the University of Newcastle. Speaker at many domestic and international conferences on international law and arbitration. Author of *The law of affidavits* and *The law of tribunals*.

### **Limbury, Ashley BEc(SocSc) (Hons) (Syd) MBA (UTS)**

General Member. Fellow of Resolution Institute and accredited since 2003. Accredited as a family dispute resolution practitioner in 2009. Currently, in private practice as a strategic facilitator and dispute resolution consultant with experience in discrimination, workplace, commercial and family law matters. Appointed as a Defence Force Restorative Engagement Facilitator 2017 and a Guardian ad Litem NSW in 2005. Mediator and General Member of the NCAT Administrative and Equal Opportunity Division.

### **Longley, Wendy BSc(Hons) MA MSc PhD**

Senior Member. Qualified as a clinical neuropsychologist in 1987. Fellow of the Australian Psychological Society's College of Clinical Neuropsychologists. Senior Member (Professional) of the Guardianship Division since 2014. Also working as a clinical neuropsychologist at the War Memorial Hospital, Waverley, since 2015. PhD completed successfully in mid-2019 in the area of neuropsychological rehabilitation at Sydney University, Department of Medicine. 1987-1993, Clinical Neuropsychologist, Concord Hospital. 1993-2013, Senior Clinical Neuropsychologist, Multiple Sclerosis Australia (NSW). Ongoing, guest lecturer and/or clinical supervisor at Sydney University, Macquarie University, University of Technology Sydney, and the Australian National University.

### **Love, Elizabeth BSW BA (Psychology and Sociology) MMHlth (Older Person)**

Senior Member. Commenced employment as a social worker in 2002 and eligible for membership with the Australian Association of Social Workers (AASW). Since 2010, senior social worker at St Vincent's Hospital Sydney, in the Older Adult Mental Health Service. Acting social work professional educator at St Vincent's Hospital 2018. Casual academic at the University of Sydney, Faculty of Education and Social Work since 2013. Aged Care and Disability, Guy's and St Thomas' Hospital, NHS, London (2006-2009); social worker. Immunology and Infection Diseases, HIV, St Vincent's Hospital, Sydney (2002-2006); board member of Charingfield Limited, residential aged care facility (2015-May 2018).

**Lowe, Anthea** BA(Hons)

General Member. 1989-2001, manager at Anti-Discrimination Board of NSW; 2001-2016, ran management consultancy specialising in discrimination, harassment and bullying prevention; 2002-2016, Member of Australian Human Resources Institute; 2003-2013, Non-Judicial Member of Administrative Decisions Tribunal of NSW; 2006, author 'Equality Before the Law Bench Book', published by Judicial Commission of NSW; 2012-2015, board member, Refugee Advice and Casework Service; 2014 to present, General Member, Administrative and Equal Opportunity Division, NCAT.

**Lucy, Dr Juliet** BA(Hons) LLB(Hons) PhD GDLP

Senior Member. Admitted as a legal practitioner in 2005; called to the bar 2012. Barrister, Six St James Hall Chambers. From 2008-2012, senior solicitor, NSW Crown Solicitor's Office. 2006-2007, solicitor, Clayton Utz (Brisbane). 2004-2006, research associate to President, Administrative Decisions Tribunal. 2000-2003, lecturer, Western Sydney University.

**Ludlow, Christa** BA(Hons) LLB MA MSc (CoachPsych)

Senior Member. Admitted as a solicitor in 1994. Nationally Accredited Mediator. Certificate IV in Workplace Investigations. Principal Consultant, WEIR Consulting. Workplace investigator, coach and mediator. From 2006-2013, Assistant Crown Solicitor, Employment Law, NSW Crown Solicitor's Office.

**Lynch, Anne** BA (Syd) LLB (UTS)

General Member. Admitted as a solicitor in 1994. Worked in private legal practice and with an insurance company in dispute resolution. Most recently employed as a conciliator at NCAT with employment primarily in Tribunals since 2001. Extensive experience in mediation and alternative dispute resolution.

**Lynch, Joanne** BA LLB

General Member. Admitted as solicitor in 1988. Currently, Registrar Children's Court of NSW. From 2002-2013, Member Consumer Trader and Tenancy Tribunal; 1989-2002, rural solicitor; 2002 to date, trainer at Riverina Institute of TAFE; 2013-2015, lecturer, Charles Sturt Riverina; 2017 to date, chairperson, Friends of Sunflower House One Door Mental Health.

**Lyne, Elizabeth** BBus CPA GAICD

General Member. Currently, board director, Marathon Health Ltd; Trustee, NSW Responsible Gambling Fund. Past board director, Murrumbidgee Primary Health Network. Past board director, Murrumbidgee Medicare Local Ltd. Past board director, Riverina Division of General Practice and Primary Health Ltd.

**Maclean, Dr Jennifer** BSc PhD LLB

General Member. Admitted as a solicitor in 2002. Currently a reviewer with the Immigration Assessment Authority. 2003-2006, legal officer, Legal Aid NSW; 2007 to date, held a number of senior legal roles in Federal and State government departments.

**Manns, Leonie**

General Member. Long serving Community Member, Guardianship Division (formerly Guardianship Tribunal). Long term Member, Mental Health Review Tribunal. Areas of expertise are mental health and disability. Leonie also supports and mentors people with mental illness in the workforce.

**Marks, The Hon Francis** LLM

Principal Member. Admitted as a solicitor in 1963. Has extensive experience in insurance law, labour law, aviation law, and as a mediator. Author of several legal texts covering insurance law, employment law and work health and safety legislation. Previously Judicial Member, Industrial Relations Commission NSW and Justice of the Industrial Court of NSW.

**Martin, Meredith** BA(Hons) DipEd MEd PhD

Senior Member. Currently consultant in disability, welfare, mental health, criminal justice sectors. Part-time lecturer, Sydney University. Member of Mental Health Review Tribunal. Professional Member of the Guardianship Tribunal. Ministerial Advisory Committee on Literacy and Numeracy (2012-2017) and NSW Board of Studies (2002-2017).

**Marzilli, Claudio** BA (UNE) BCom LLB MCom (UNSW) GCDR (UTS)

General Member. FCPA to 2004 and FCA to 2009. Appointed as Member of NCAT's Consumer and Commercial Division since its establishment. Former Member of the Social Security Appeals Tribunal (1986-2002), Mental Health Review Tribunal (1995-1998), Residential Tribunal (1999-2002), Fair Trading Tribunal (2000-2002) and Consumer Trader and Tenancy Tribunal (2002-2013). Legal practitioner; accountant (audit inspector); and, senior lecturer in accounting and law.

**Massey, Vaughan** DipLaw (SAB) PGDip Conflict Resolution

Senior Member. Admitted as a solicitor in 1979. Currently sole practitioner in private practice. Experience appearing as a separate representative before NCAT's Guardianship Division and in matters before the Mental Health Review Tribunal over several years. Engaged in the study and practice of alternate dispute resolution since 1985. Ministerial appointment to the Council of the University of New England, 1984-1987. Volunteer solicitor and Member of the Management Committee of Macquarie Legal Centre, various times 1998-2004.

**Matheson, Marie** AEd BAPsych MAPsych(Hons)  
Senior Member. Fellow of the APS College of Clinical Neuropsychology. From 2010, a Professional Member of the Guardianship Tribunal and NCAT's Guardianship Division. Since 2015 a Senior Member of the ACT Civil and Administrative Tribunal (ACAT).

**Matkovich, Nicholas** BA LLB MBA  
Senior Member. Admitted as a Solicitor in the NSW Supreme Court in 1978, and subsequently admitted to practice in all States and Territories of Australia. Executive Certificate in Insurance, Fellow of ANZIIF and Fellow of ALUCA. Currently, Nicholas is a Partner and an Insurance Practice Group Leader of the national law firm HWL Ebsworth. Notary Public.

**Matthews AM, Dr Richard John**  
Senior Member. Director, Neuroscience Research Institute, Alzheimer's Australia (NSW), Calvary Healthcare and Advisory Board, Centre for Healthy Brain Ageing. He was formerly Deputy Director General, NSW Health, 2003-2011.

**McAlpine PSM, Ethel** DipT (Sec) BEd (ECE)  
GradDip (ECE) MedStudies  
General Member. Consultant in Disability. 2004-2012, Deputy Director, General Ageing Disability and Home Care. Highly experienced social services professional with over 25 years' experience in direct service provision with people with disabilities, policy, strategy and operations. She has executive NSW Public Service experience in disability and education. She had executive oversight of the development of the NSW Disability Service Standards and completed her career in the NSW Public Service serving nine years as the Deputy Director-General of Operations. 2013 Australia Day Honours, awarded the Public Service Medal for services to people with a disability in NSW.

**McAteer, John** BA (Macq) MA (Macq) BLegS (Macq) GDLP (UTS)  
Senior Member. Legal practitioner (Australian Lawyer) admitted 2001 solicitor NSW and Commonwealth. Currently, solicitor in sole practice, board member, NFP social housing provider, Liveable Australia Foundation. From 2009-2011, NSW Privacy Commissioner; 2006-2009, Registrar Victims Compensation Tribunal; 2002-2006, solicitor advocate, NSW Attorney General's; 1996-2002, senior investigator, NSW Ombudsman. Qualified mediator.

**McAuliffe, Jane** BA(Hons) MA DPsych (Clinical Neuropsychology)  
Senior Member. Qualified as a Clinical Neuropsychologist in 1987. Currently, a clinical neuropsychologist in both public and private rehabilitation and aged care services. Since 2008, engaged in clinical trials for the treatment of dementia within the Hornsby Ku-ring-gai Hospital Research Unit. A fellow of the Australian

Psychological Society College of Clinical Neuropsychologists (CCN) and, from 2016-2018, Chair of the NSW CCN.

**McCalman, Maz** BA LLB  
General Member. Lawyer (volunteer) Hunter Community Legal Centre (Newcastle). Member of the Mental Health Review Tribunal since 2016. Board member Psychologist Board – Australian Health Professional Regulation Authority (AHPRA) since 2017. Past roles - CEO non-government community organisations. Senior Executive in Queensland and NSW – Housing and Disability.

**McCarthy, Shaun** BA LLB  
Senior Member. Admitted as a lawyer in the Supreme Court of NSW in 1988. Currently Director, University of Newcastle Legal Centre and Program Convenor of Practical Legal Training Program at the University of Newcastle. From 2005 a Legal Member of the NSW Guardianship Tribunal and NCAT's Guardianship Division.

**McCue, Margaret** LLM (UNSW)  
General Member. Admitted as a solicitor in 1988. Currently, a commercial lawyer practising in Macquarie Street Sydney. Nationally accredited mediator and a local court arbitrator. Executive board member of the Australian Dispute Resolution Association [ADRA]. Current non-executive board member of a local chamber of commerce, and a governor of a perpetual care entity. In May 2017, completed the Institute of Company Director's course conducted by the Broken Bay Institute. Former director of a co-educational school. Former chair of the board of strata scheme, the Oxley, Elizabeth Bay.

**McDonald, Scott** BA LLB FAICD  
Senior Member, Consumer and Commercial Division. Also commercial litigation partner at Sparke Helmore Lawyers, specialising in complex corporate, insolvency and competition disputes as well as private international law, international commercial arbitration and pro bono disputes. Sits on and/or advises boards (including not for profits) and facilitates the legal education modules on directors' duties to members of the Australian Institute of Company Directors in the AICD Company Directors' Course.

**McIlhatton, Susan** BA LLB  
Senior Member. Admitted as a Solicitor in 1983. From 2012-2013 Deputy President of the Guardianship Tribunal; 2007-2012 Member of the Consumer, Trader and Tenancy Tribunal; 2004-2006 Deputy District Registrar Federal Court of Australia.

**McMahon, Karen** BA LLB LLM  
Senior Member. Admitted as a solicitor in 1992. Over 25 years' experience in litigation and dispute resolution in private practice, government and community sector. Specialised practice in health law between 2001-2016. Past Member of NSW Law Society Medico-Legal Liaison Committee. Legal Member with the Mental

Health Review Tribunal and NCAT's Guardianship Division since 2016.

**McMillan, Jennifer** BA LLB MEd Acc Spec (Wills and Estates) TEP

Senior Member. Admitted as a solicitor in 1989. Currently, Legal Practice Consultant with Lawcover. From 2012-2016, Practice Leader (Wills and Estates) at The College of Law.

**McMurrin, Alan** BA LLB (UNSW) GAICD

General Member. Admitted as a solicitor in 1977, Supreme Court of NSW. 2017, part-time Member, Administrative Appeals Tribunal; 2016, FLSS mediator; Principal Sydney Law Firm. From 1979-2018, private practice, solicitor and principal in law firm; Nationally accredited mediator since 1994; Arbitrator, District Court of NSW, 1996-2004; Councillor, Law Society of NSW, 2009-2012; Mediator, NSW, Law Society FLSS (Family Law Settlement Service).

**McPhee, Dr Brenda** MBBS (Syd)

Senior Member. Currently, General Practitioner at Macquarie Fields Women's Clinic and Leichhardt Women's and Community Health Centre. From 1994-2005 Professional Member, Social Security Appeals Tribunal; General Practitioner, Bankstown Women's Health Centre from 1992-2014 and at WILMA, Campbelltown Women's Health Centre from 2003-2018.

**McSwiggan, Dr Sally** BPsych(Hons) MClinNeuro DPsych FCCN MAPS

Senior Member. Qualified as a Clinical Neuropsychologist in 2001. Currently, in private practice and a Member of Mental Health Review Tribunal (Forensic and Civil Divisions). From 2014 to 2016, awarded Research Fellowship in Medicine and Law, University Basel, Switzerland. Since 2006, a Professional Member of the Guardianship Tribunal; Since 2012, a Member of the Mental Health Review Tribunal.

**Meadows, Geoffrey** BA BSocStud MTandCP LLB

Senior Member. Teacher, social worker, drug counsellor, parole officer and then solicitor with 27 years' experience in personal injury, insurance, employment and administrative law. Former Senior Member of the Consumer Trader and Tenancy Tribunal.

**Millbank, Prof Jenni** PhD (Kent) LLM (UBC) LLB (Hons) BA (Syd)

Senior Member. Admitted as a solicitor in 2001. Distinguished Professor of Law, University of Technology Sydney. An established socio-legal researcher with a wide range of expertise in health regulation as well as contract and consumer law.

**Moin, Gregory** BA DipEd LLM

Senior Member. Admitted as a solicitor in 1992. Currently, principal of a regionally based law firm. Board member of a

number of not for profit organisations and former director of the Ascent Group, a disability service provider.

**Moir, Jillian** BA(Hons) LLB GDLP BSc (Psychology)

Senior Member. Admitted as a solicitor in 1993. Currently, Senior Member, Veteran's Review Board. From 2006-2017, Member of the Social Security Appeals Tribunal/Administrative Appeals Tribunal. Many years' experience in mediation and conciliation.

**Molony, Peter**

Senior Member. Admitted as a barrister and solicitor of the Supreme Court of Victoria in 1980. Admitted as a barrister of the Supreme Court of NSW in 1986. From 1999-2002, Senior Member Fair Trading Tribunal; 2002-2013, Judicial Member Administrative Decisions Tribunal; 2002-2011 Senior Member Guardianship Tribunal; 2013-2016 Senior Member NCAT.

**Montgomery, Stephen** BScAgr LLB(Hons) GDLP

Senior Member. Legal Practitioner since 1992. Currently a solicitor. From 1999-2002, Member, Fair Trading Tribunal of NSW; 2002-2007, Member, Consumer Trader and Tenancy Tribunal; 2001-2013, a Judicial Member of the Administrative Decisions Tribunal; 2014 to present, Senior Member NCAT.

**Moran, Peter** LLB

Senior Member. Admitted as a solicitor in 1983. Currently, a Partner in law firm Colin Biggers & Paisley with over 34 years' extensive experience in insurance, reinsurance and commercial litigation. Lawcover panel solicitor for 27 years. Regularly presents papers and seminars on risk management to the legal profession and conducts training sessions for regional legal practitioners throughout NSW. From 2016 to date, Senior Member NCAT.

**Moss, Deborah** BLegStud

General Member. Admitted as a solicitor in 1987, as a barrister in 1995. From 2002-2014, Member, Consumer Trader and Tenancy Tribunal. Since 2014, General Member of NCAT's Consumer and Commercial Division.

**Mullane, The Hon Acting Judge Graham** BA LLM MJS

Principal Member. Acting District Court Judge since 2014, Principal Member of NCAT since 2014, Family Court Judge 1986-2008, Conjoint Professor, Faculty of Business and Law University of Newcastle since 2009, Judicial Member Administrative Decisions Tribunal 2009-2013; Costs Assessor 2009-2014, Dep Chair Health Professionals Tribunals 2012-2013; Civil Claims Arbitrator in District Court and Local Courts 1984-1986, solicitor 1971-1986.

**Mulvey, Craig** BCom DipLaw LLM

Senior Member. Admitted as a solicitor in 2001. Called to the bar in 2005. Currently, a practising barrister in New South Wales. 2010-2014, Board Member and Co-Chair of the Inner City Legal Centre; 2009 to 2014, lecturer in Law at the University of New England.

**Murray, Craig** BComm LLB (UNSW)

Senior Member. Admitted as a solicitor in 1982. 1982-2008, practised as a solicitor in the firm known for most of that period as Blake Dawson Waldron, including from 1990-2008 as a commercial litigation partner in that firm. Also, accredited as a mediator during that period.

**Murray, Dr Maree**

General Member. Experience as an Industrial Relations academic, in conducting workplace mediation and arbitration, and in program and services evaluation. Director of the Wingara Mura Leadership Program, and Deputy Director of Diversity and Inclusion, University of Sydney.

**Newman, Jennifer** BA GradCert Indigenous Research

General Member. PhD candidate, Institute for Social Justice ACU; teaching Aboriginal Studies in a range of settings.

**Nightingale, Anna** BN LLB(Hons)

General Member. Admitted as a solicitor in NSW 2002. Currently, panel member with the Australian Financial Complaints Authority in general insurance, life, investments and superannuation and Specialist Reserve Legal Officer with the Royal Australian Air Force. Since 2017, General Member of NCAT's Consumer and Commercial Division.

**O'Carrigan, Patrick** FRAIA AIAMA

Senior Member. Registered architect and urban designer with over 25 years' experience in private and public sectors. Qualified as an arbitrator. Former Member, Administrative Decisions Tribunal with an interest in ethics and governance.

**O'Meally AM RFD, John** LLB

Principal Member. Admitted to the NSW and Australia Bars in 1964. From 1974-1984, Judge, Workers Compensation Commission of NSW; 1984-2003, Judge, Compensation Court of NSW; 1985-2003, Member, Standing Committee on Judicial Education, the Judicial Commission of NSW; 1995-1998, Senior Member, Dust Diseases Tribunal of NSW; 1998-2011, President, Dust Diseases Tribunal of NSW; 2001, Judge, Supreme Court of the Eastern Caribbean in the High Court of Antigua and Barbuda; 2002, Acting Judge, Supreme Court of NSW; 2004, Judge, District Court of NSW. Acting Judge National Court of Papua New Guinea

1977. Commissioner International Commission of Jurists Geneva since 2015.

**Organ, Lynne** LLB

Senior Member. Admitted as a solicitor in 1985. Currently, Member, Mental Health Review Tribunal. From 1986-2001 worked in a Community Legal Centre, Legal Aid and private practice; 2001-2015 specialised in the area of health law at the Health Care Complaints Commission and in private practice including disciplinary work, medical negligence and inquests. From 2017 committee member Lawyers Assistance Program.

**Oxenham, Melanie** BSW

General Member. Member of Australian Association of Social Workers (AASW). Official Community Visitor; Employed by the Public Guardian 1997-2012. Project Officer, Planning Ahead Tools website 2011-2012. Policy Officer/Mentor- NSW Supported Decision-Making Pilot 2012-2017. Facilitator/trainer NDIS awareness 2015-2017.

**Paull, Christine** BA LLB LLM

Senior Member. Admitted as a solicitor in 1979. Currently a part-time Senior Member in the Consumer and Commercial Division of NCAT. From 2003-2013, Senior Member, Consumer Trader and Tenancy Tribunal.

**Pearson, Linda** BA LLM MPP

Principal Member. Admitted as a solicitor in 1981. From 2009-2016, a Commissioner of the Land and Environment Court of NSW; 2005-2009, Senior Lecturer Faculty of Law, University of NSW. Former Judicial Member of the Administrative Decisions Tribunal and Presiding Member of the Guardianship Tribunal. Currently, Adjunct Professor, Faculty of Law University of NSW.

**Perrignon, Richard** BA(Hons) LLB (Syd)

Senior Member. Admitted as a solicitor of the Supreme Court of NSW in 1987 and as a barrister-at-law in 2002. From 2008-2014, judicial member of the Administrative Decisions Tribunal while practising at the Bar. Since 2010, a Member of the Workers Compensation Commission. Appointed as Senior Member, NCAT 2014 in the Administrative and Equal Opportunity Division and Appeal Panel. He is a nationally accredited mediator, and mediates cases before the Appeal Panel and in other Divisions of the Tribunal. As a barrister, he appears as Crown Prosecutor for the Commonwealth of Australia in jury trials for offences under Commonwealth law.

**Pheils, Johanna** BA LLB

Senior Member. Admitted as a solicitor in 1986. Was first appointed to the Tribunal in 1997. Currently Deputy Solicitor, Office of the Director of Public Prosecutions. Has practised criminal law for over 30 years.

**Pickering, Edwina** BSW MIR

General Member. Currently, working with National Disability Services to support organisations transition to the NDIS. Previous employment with the NSW Ombudsman, and then as a consultant in the health and community sectors. Member of Guardianship Tribunal since 2014.

**Pirina, Christina** BSc (Macq) LLB(HonsII) (Syd)  
LLM (UNSW)

General Member. Admitted to practice in 2005, with experience in a range of government, not-for-profit and private sector roles. Principal Solicitor at Macarthur Legal Centre, since 2014. Accredited mediator and Family Dispute Resolution Practitioner (FDRP). Casual academic at Western Sydney University (2015-17) and mediation/FDR coach at the College of Law (since 2015).

**Porter, Lyn** GradDipSocSc (Community Services)

General Member. Currently appointed as an Official Community Visitor in the Disability and Out of Home Care Sectors.

**Pratten, Catherine** MBBS (UNSW) Dip Foreign Languages

Senior Member. Registered as a medical practitioner in 1985. Professional Member of NCAT's Guardianship Division since 2015. Currently working in part-time general practice and as a medical officer at Family planning NSW; 1987-2010, a volunteer worker with Youth With a Mission in Australia, the South Pacific and Kazakhstan.

**Priestley, William** BA LLB

General Member. Barrister and mediator with over 25 years' litigation experience, with expertise in building disputes, wills and estate matters, personal injury disputes, consumer disputes and employment disputes. Registered with Commonwealth Attorney-General's Department as an accredited Family Dispute Resolution Practitioner, and on the NSW Supreme Court's list of approved mediators. Member of Australian Mediators Association.

**Pulman, Dr Susan** BA (Hons1) MCLinNeuroPsych  
PhD GradDipCrim

Senior Member. Qualified as a Psychologist in 1992 and a Fellow of the Australian Psychological Society's Colleges of Clinical Neuropsychologists and Forensic Psychologists. Currently in private practice and as an expert witness for the NSW Office of the Director of Public Prosecutions, the NSW Police, as an Authorised Clinician for the NSW Children's Court and Family Court report writer. From 2016, a Professional Member of the Guardianship Division of NCAT, the Mental Health Review Tribunal (Civil and Forensic Panels) and the Impaired Registrants' and Performance Review Panels of the Psychology Council of NSW.

**Ransome, Kay** BA(Hons) LLB(Hons)

Senior Member. Admitted as a solicitor in NSW in 2008. Member, Torture Claims Appeals Board and Adjudicator, Non-refoulement Claims Petition Office, Hong Kong. Lawyer whose primary expertise is administrative law. Many years' experience in tribunals, including as Chairperson of the former Consumer Trader and Tenancy Tribunal for 10 years and as Principal Member, former Refugee Review Tribunal and Migration Review Tribunal.

**Renwick SC, James** LLB SJD

Senior Member. Admitted as a solicitor in 1985 and as a barrister in 1996. Senior Counsel since 2011. Currently, Independent National Security Legislation Monitor, Adjunct Professor, Australian National University. Captain, RANR.

**Rickards, Kim** BCom LLB

General Member. Has had a private legal practice in Sydney and rural NSW for 39 years. He has undergraduate degrees in Commerce and Law, and a Master's degree in Comparative Law. He is a Local and District Court arbitrator. Kim was appointed as Judicial Member, Retail Leases Division, Administrative Decisions Tribunal in 2003, and as Member, Consumer Trader and Tenancy Tribunal in 2008.

**Ringrose, John** DipLaw (Syd)

General Member. Barrister at Law admitted May 1970. Currently, practicing as a barrister in Sydney, Nationally Accredited Mediator since 2007. District Court Arbitrator 1998-2007. Supreme Court Arbitrator 2001-2004.

**Riordan, Michelle** LLB

Senior Member. Currently, Manager of Legal Education, Office of the General Counsel, Workers Compensation Independent Review Office. Previously a solicitor in private practice from 1987-2013, including a lengthy period of partnership in a law firm based in Sydney; 2005-2013, a Judicial Member of the Administrative Decisions Tribunal.

**Robberds AM QC, Lionel** LLB (Syd)

Senior Member. Admitted as a solicitor in 1963 and as a barrister in 1966. Barrister, July 1966 to the present, including the period 1988-1989 as a Member of the National Crime Authority. Appointed Queen's Counsel, 1982. Awarded Member of the Order of Australia 2016. Member, New South Wales Bar Association. Currently, Senior Member NCAT since 2014. Member Legal Profession Standards Board, 1994-1995. Member Legal Services Tribunal, 1995-1999. Part-time non presidential judicial member of the Administrative Decisions Tribunal of NSW (Legal Services Division), 1999-2013.

**Roberts, Susan** BA LLB (Hons)

Senior Member. Admitted as a solicitor in 1989. Currently, a consultant in the management and governance of institutions and



organisations in the human rights and social justice field. From 1994-2010, various roles at the Australian Human Rights Commission including Director, Legal Services and Executive Director.

**Robertson, David** LLB BEc BCL

Senior Member. Admitted as a solicitor in 1986 and as a barrister in 1991. Practices in all areas of commercial law with a focus on banking, insolvency and building and construction. Appeared in courts and tribunals at all levels, in both NSW and interstate, including numerous mediations and arbitrations. Rhodes Scholar. Awarded the Rupert Cross Prize at Oxford University.

**Rose, Jeffrey** BCom LLB (UNSW) GDLP (UTS)

General Member. Admitted as a solicitor in 1994. Appointed as a Notary Public in 2002. Called to the Bar in 2011. Currently, a barrister in private practice (since 2011) and Naval Officer, Royal Australian Naval Reserve (since 2012).

**Ross, Katherine** BA BLegS

Senior Member. Admitted as a solicitor of the Supreme Court of NSW in 1987. 1991-2009, partner, Dunn Ross Lawyers; 2010-2011, Special Counsel, Harris Wheeler Lawyers. Past President, Disability Advocacy (NSW). Past part-time lecturer and tutor, University of Newcastle.

**Rosser, Kim** MA LLB (UNSW) LLM(Hons) (UTS)

Principal Member. Admitted as a solicitor of the Supreme Court of NSW in 1988. Currently a Principal Member of the Tribunal, sitting in the Consumer and Commercial Division and Appeal Panel. 2006-2013, Member Consumer Trader and Tenancy Tribunal. Previously a Senior Member of the Refugee Review Tribunal and a Member of the Social Security Appeals Tribunal.

**Roushan, Shahyar** BA LLB GDLP

Senior Member. Admitted as a solicitor and barrister in 1997. Since 2015, Senior Member of the Commonwealth Administrative Appeals Tribunal. Previously, Member and then Senior Member of the Refugee Review Tribunal and the Migration Review Tribunal.

**Royer, Rosemary** BSocStud (Syd)  
GradCertEdStud (Disability) (Newc)

General Member. Qualified social worker. Has extensive experience at a senior level over many years in government and non-government organisations working with vulnerable families, children and young people. Developed state wide policy and implemented services across health and disability services. Appointed in 2014 to NCAT's Administrative and Equal Opportunity Division as a General Member, and to the Guardianship Division in 2016.

**Ruschen, Katherine** BA LLB(Hons)

General Member. Over 20 years' experience as a solicitor, including 10 years as a partner of both boutique and mid-tier law firms. Specialist commercial and insurance litigation and dispute resolution lawyer, with a focus on professional malpractice and professional misconduct. Has represented healthcare and legal professionals in several high-profile Coronial Inquests and Royal Commissions and before professional disciplinary bodies. Appointed as an External Merit Reviewer for the State Insurance Regulatory Authority (SIRA). Holds a mediation qualification from the Australian Disputes Centre.

**Safro, Dr Elina** MBBS BScMed(Hon)

Senior Member. Medical Practitioner at Family Planning NSW and Marie Stopes International Australia. Visiting Medical Officer at the Royal Prince Alfred Hospital Sexual Assault Service. Board Director, Women's Plans Foundation and Australasian Menopause Society.

**Sarginson, Gregory** BA LLB LLM (Syd)

Senior Member. Admitted as a solicitor in 1994. Admitted to the NSW Bar 2003. Barrister; Lecturer, University of Sydney Law Extension Committee. From 2005-2015, reporter, NSW Council of Law Reporting; From 2005 to date, lecturer, University of Sydney Law Extension Committee; From 2014 to date, contributor, NSW Civil Procedure Handbook (Thomson Reuters).

**Scahill, Anne** BA (Hons1) LLB

Senior Member. Solicitor with 33 years' experience in private, community and government practice. Previously senior administrator in University and non-government organisations. Member of the Mental Health Review Tribunal. Graduate of the Australian Institute of Company Directors and holds Management qualifications from Flinders University.

**Scarlett OAM RFD, Stephen** BA LLM  
GradDipCrim DipSocSc

Senior Member. Admitted as a solicitor in 1971. Admitted to the NSW Bar in 2017. Accredited Mediator NMAS. Magistrate. 1998-1995, Local Court of NSW; 1995-2000, Senior Children's Magistrate Children's Court of NSW; 2000-2013, Judge of the Federal Magistrates Court of Australia; 2013-2016, Judge of the Federal Circuit Court of Australia; 2017 to date, Senior Member of NCAT in the Occupational and Administrative and Equal Opportunity Divisions; 2015, awarded the Medal of the Order of Australia; 1964-2006, served in the Army Reserve and retired with the rank of Colonel.

**Schwager AO, Jane**

General Member. Nationally accredited mediator and Member of the former Administrative Decisions Tribunal. Extensive experience in leading Government Departments and non-profits.

**Searson, Jean-Anne** BA(Hons) LLB(Hons)

General Member. Admitted as a solicitor of the Supreme Court of NSW in 1999. Practiced as a solicitor in private practice in rural NSW and at Legal Aid NSW.

**Seiden SC, Rashede**

Principal Member. Called to the Bar in 1996. Appointed Senior Counsel for the State of New South Wales in 2013. Has maintained a diverse practice primarily focused upon tax litigation. An investment banker prior to being a barrister.

**Shipp, Bernie** BA LLM

Senior Member. Admitted as a solicitor of Supreme Court of NSW in 1983, nationally accredited mediator in 2011. Member of Council of Australian Tribunals and the Law Society of NSW. From 1998-2006, Member, Social Security Appeals Tribunal; 2000-2013, Member, Guardianship Tribunal; 2001-2011, Member, Consumer Trader and Tenancy Tribunal. Senior (Legal) Member of NCAT in the Guardianship Division and Commercial and Consumer Division since 2014.

**Shub, Oscar** BCom LLB

Senior Member. Solicitor with 45 years of experience as a litigator and partner in major law firms around the world. Recognised mediator having trained through LEADR and a former chair of LEADR. Former Chair, Health Practitioners Competence Assurance and now Principal Member, NCAT in the Occupational and Administrative and Equal Opportunity Divisions.

**Simon, Theresa** BA DipEd LLB

Senior Member. Admitted as a solicitor in 2002. Currently a Senior Member of the New South Wales Civil and Administrative Tribunal (NCAT). Primarily appointed to the Consumer and Commercial Division and cross appointed to the Appeals, Guardianship and Administrative and Equal Opportunity Divisions. Practised as a solicitor in private practice in Western Sydney and established the Home Building Advocacy service at Macquarie Legal Centre. From 2008-2011, lectured in Law at Western Sydney University; 2011-2013, appointed as a Family Dispute Resolution Practitioner with Legal Aid; Previously a secondary school teacher in Western Sydney.

**Simpson, James** BA LLB LLM GCDR

Senior Member. Admitted as a solicitor in 1977. Currently, Senior Advocate, Council for Intellectual Disability. From 1986-1991, principal solicitor, Intellectual Disability Rights Service; 1994-1997, Deputy President, Community Services Appeals Tribunal; 2002-2016, presiding Member, Mental Health Review Tribunal. Justice medal 2002 – Law and Justice Foundation of NSW.

**Sindler, Michelle** BA (Hons1) LLM

Senior Member. Admitted as a solicitor in New South Wales (1985) and in all other Australian states and territories (1990) and

in England and Wales (2007). Currently, an independent arbitrator working in Australia, the Asia-Pacific and in Europe. From 1990-2001, partner at Minter Ellison in Sydney; 2001-2007 partner of a major law firm in Switzerland; 2008-2010, partner of a major law firm in the UK; 2010-2013, Chief Executive Officer of the Australian International Disputes Centre (now the ADC) and Secretary-General of ACICA, the Australian Centre for International Commercial Arbitration.

**Skaros, Rania**

General Member. Appointed to NCAT's Consumer and Commercial Division in January 2019. Resigned in May 2019.

**Slack-Smith, Gemma** BSW LLB

Senior Member. Has degrees in social work, law and frontline management and is a recipient of a Churchill Fellowship. Extensive experience in the area of child protection law and has specialised in this area of law in the non-government sector for almost a decade. Worked for a number of years in both a legal and social work capacity, with clients from disadvantaged backgrounds struggling with mental health, family violence and drug and alcohol issues. Extensive experience acting for children and adults with disabilities.

**Smith, Holly** LLM

General Member. Admitted as a solicitor in 2005 with experience in community and government practice, working in various areas of law. Recent years have been working as Registrar of the Local Court.

**Smith OAM, Dr Margaret** BA(Hons) MPsychol PhD FAPsS

General Member. Qualified as a community psychologist in 1977, registered psychologist AHPRA Psychology Board of Australia and Fellow of the Australian Psychological Society. Currently, community psychologist working with non-government mental health advocacy groups and a part-time member of the Mental Health Review Tribunal. From 2000-2008 Associate Professor in criminology and social work at the University of Western Sydney. Advocacy and consultancy work in disability, mental health reform and women's health programs since 1980.

**Smith, Jeffery** LLB (UNSW) BPharm (Syd)

Senior Member. Admitted as barrister in Supreme Court of NSW 1976. Registered as a Pharmacist by Pharmacy Board of NSW 1966. 1982-1997, Member, Pharmacy Board of NSW; 1989-1999, Member, Consumer Claims Tribunal; 1995-1999, Member, Building Disputes Tribunal; 1997-2002, Member, Residential Tenancies Tribunal; 1999-2002, Member, Fair Trading Tribunal; 2002-2009, Member, Consumer Trader and Tenancy Tribunal (CTTT); 2012 July-December, Acting Chairperson, CTTT; 2009-2014, Senior Member, CTTT; 2014 to date, Senior Member, NCAT.

**Smith, Peter** DipLaw (BAB)

General Member. Admitted as barrister in 1988. From 1999 Member of Residential Tribunal; 2002, Member of Consumer, Trader and Tenancy Tribunal; 2014, Member of NCAT.

**Smith, Stephen** BA MHA (UNSW) LLM SJD (Syd)

General Member. First career was in hospital management and took up law as a mature age student. After some years as solicitor in private practice went into academic work and took early retirement as a tenured senior lecturer at a city law school. Major interests were law and the health professions, administrative law and consumer law. Was for some years head of the university student law service. Was a part-time Member of the Fair Trading Tribunal and Consumer Trader and Tenancy Tribunal before appointment to NCAT.

**Spencer, Dr Margaret** RN BTheol BSW PhD

General Member. Qualified as a social worker in 1996. Awarded doctorate in 2007. Lecturer & Director of Field Education, Social Work Program, Faculty of Arts and Social Sciences, University of Sydney.

**Staples, Melissa** BA(Hons) MPsychol

Senior Member. Registered psychologist with specialist endorsement in the areas of neuropsychology and clinical psychology. Qualified as a psychologist in 1990. Currently, a private consultant. Has been a Professional Member of the Guardianship Tribunal since 2006.

**Steer, Charlotte** BA LLB (Syd) GCULT (UNSW)

General Member. Consumer and Commercial Division and Guardianship Division. Nationally accredited mediator. Teaching Fellow, UNSW Law. Admitted as a solicitor in 1988. Previously, solicitor at Legal Aid in NSW and ACT, NSW Anti-Discrimination Board and Seniors Rights Service, and Conference Registrar at AAT. Tribunal Member since 1997.

**Stewart, John** DipLaw SAB

General Member. Legal practitioner 1967 (NSW), 1985 (NT). Barrister, John Toohey Chambers, Darwin NT. 2015-2018, Member, NT Civil and Administrative Tribunal; 2007-2017, Legal Member, NT Building Practitioners Board; 2007-2017, Chair Thoroughbred Racing NT and Member of Board of Racing Australia; 2007-2013, Member and at times Chair NT Legal Practitioners Disciplinary Tribunal.

**Stewart, Leanne** BSW (UNSW)

General Member. Currently, consultant in aged and community care. From 1982-1991, Department of Social Security, social worker Moree, Dee Why, then Deputy Area Manager Sydney; 1991-1993 Home Care Service of NSW, Regional Manager, Sydney Metropolitan; 1993-1996, Anglican Retirement Villages Operations

Manager. Community Member of the Guardianship Division NCAT since 2001, and Appeals Panel since 2016.

**Stone, Dr Suzanne**

Senior Member. Medical Practitioner with over 30 years of professional and personal experience working with people with a disability. Member of both NCAT's Guardianship Division and the Mental Health Review Tribunal.

**Sutherland, Stuart** LLB GDLP LLM

General Member. Admitted as a solicitor in 2003. Currently a Principal in a law firm based in Newtown. Worked extensively in private practice in commercial, consumer, conveyancing, mental health, family and criminal law. From 2005, Panel Member for Legal Aid NSW and co-author of 'Children Under the Family Law Act, Lawyers Practice Manual New South Wales', Redfern Legal Centre. 2013-2014, volunteer solicitor with the Intellectual Disability Rights Service. Previously a casual lecturer in criminal law at the University of Western Sydney.

**Suthers, Aaron** LLB

Principal Member. Accredited specialist (Family Law). Accredited mediator, NMAS - FDRP. 1995, admitted to legal practice. Formerly a Director of Cheney Suthers Lawyers, Orange. From 2006-2009, Member, Guardianship and Administration Tribunal (Qld); 2009-2014, Member, Queensland Civil and Administrative Tribunal; 2014-2018, Senior Legal Member, NCAT.

**Sword, Donald**

General Member. Extensive experience in the delivery of services to people experiencing homelessness, and expertise in mental health and drug and alcohol services. Served as an Official Community Visitor appointed by the Minister for Disability Services, and as an Official Visitor to the hospital at Long Bay Correctional Centre. Member of the NSW Legal Aid Review Committee, the Justice Disability Advisory Council, and the State Parole Authority.

**Taylor, Susan** BSocStud

Senior Member. Qualified as a social worker in 1973. 1992-2015, worked on Marrickville and Canterbury Acute Care Mental Health Teams; 1988-1992, manager of service providing support for people with multiple sclerosis; 1996-2011, Member of the Social Security Appeals Tribunal; 2002-2006, Member of the Mental Health Review Tribunal; 1992 to date, Professional Member of the Guardianship Tribunal.

**Thew, Penelope** BA LLB (UNSW) GDLP MLLR (Syd) Advanced Advocacy Course (Oxford)

General Member. Admitted to the New South Wales Bar, 2005. Admitted as a solicitor of the Supreme Court of New South Wales, 2000. Currently practising at the New South Wales Bar. From 2000-2005 worked as a solicitor in private practice and performed an

Internship with the International Labour Organisation in Geneva, Switzerland; 1997-1999, worked with the former Human Rights and Equal Opportunity Commission.

**Thode, Sabine** BEc (Syd) DipLaw BSAB

Senior Member. Called to the Bar in 1999. A full-time Senior Member of the Consumer and Commercial Division, Member of the Appeal Panel, cross-appointed to the Administrative and Equal Opportunity and Guardianship Divisions.

**Thompson, Dr Susan** MBBS FRANZCP RANZCP AIRS

Senior Member. Child, adolescent, adult and family psychiatrist working for many years in inpatient and outpatient public mental health settings, private practice and for Relationships Australia. Currently, Professional Member of NCAT's Guardianship Division and a Psychiatrist Member, Mental Health Review Tribunal.

**Thompson, John** BComm (Ec) LLB

General Member. Solicitor and Public Notary. 1975-1980, investigator with Trade Practices Commission; 1980-1988, lawyer with NSW government agencies; 1984, Private Secretary to Attorney General of NSW; 1988-2018, barrister.

**Thomson, Bruce** BA Dip FP FIAA

General Member. A self-employed independent consulting actuary with experience in risk management, investment, insurance and complaint mediation. Board and Committee member of charitable and local sporting associations. Former chair of a retirement village.

**Tibbey, Amanda** BJuris LLB LLM (UNSW) Grad Cert in Management (UWS)

Senior Member. Admitted as solicitor in 1987, called to the Bar in 2004. 2014 to date, Senior Legal Member, NCAT Guardianship Division; 2015 to date, cross appointed to Administrative and Equal Opportunity and Commercial and Consumer Divisions. Barrister, practising in equity, commercial and administrative law, nationally accredited mediator, appointed to Supreme and District Court panels of Mediators; Contributing author, Thomsons Civil Practice and Procedure, 2012 to date. 2013-2014, Chair, Women Barrister's Forum; 2014-2016, Member, NSW Bar Association Professional Conduct Committee; 2007-2008, Member, NSW Bar Association Human Rights Committee; 2008 to date, visitor, Australian College of Theology; 2012 to date, Executive Member, NSW Ecumenical Council.

**Tong AM, Dr Lizabeth** BA(Hons) MA DipPsychol PhD (Med)

Senior Member. A/Fellow British Psychological Society, Fellow Clinical and Forensic Colleges of the Australian Psychological Society, Member Psychology Council of NSW .Principal Clinical Psychologist Sydney Local Health District since 2007; Family

Consultant Federal Circuit Court and Family Court ; Authorised Clinician NSW Children's Court. Child Protection Consultant to Office of NSW Crown Solicitor, List of Experts at the International Criminal Court.

**Toohy, Daniel** BSc LLB (Hons1)

General Member. Admitted as a solicitor in 1999. Currently, a solicitor and clinical teacher within the University of Newcastle Legal Centre, University of Newcastle.

**Topolinsky, Vadim** BE (Structural) (UTS) MIEAust (NPER) FNIFI

General Member. Structural engineer and consultant with over 25 years' experience in structural, civil, forensic and remedial engineering. Engineering practitioner of many years with experience in residential, commercial and industrial projects. He was a past accredited mediator with the Department of Fair Trading and LEADR, an Accredited Certifier (Structural and Civil) Environmental Planning and Assessment Act 1979 and a Member of the Accreditation Committee, Building Professionals Board (2009).

**Towney, Gina** BA LLB

General Member. Admitted as a solicitor in 2001. Currently a Member of the Hong Kong Torture Claims Appeal Board, hearing matters in relation to refugee claims. 2012-2017, Member of Administrative Appeals Board; 2010-2012, Member of the Independent Protection Assessment Office; 2008-2011, Member of the Social Security Appeals Tribunal; 2017, lecturer in Administrative Law, University of NSW; 2001-2008, worked as a solicitor, including at the Women's Legal Centre, Legal Aid and Law Access NSW.

**Ulman, Gary** LLB LLM MA

Senior Member. Admitted as a solicitor in 1975. Currently a solicitor, nationally accredited mediator and Chair of Resolution Institute. Former President, Law Society of NSW

**von Kolpakow, Michael**

General Member. Town planner with 35 years in local and state government and the private sector. He has extensive experience in project management specifically relating to major infrastructure provision, stakeholder and community engagement.

**Vrabac, Nick**

Senior Member. 10 years' experience as a solicitor with the government and private practice. 2002-2010, Deputy Chairperson, Consumer Trader and Tenancy Tribunal. Volunteer with the Sydney Olympics and the World Youth Day. Secretary/Vice President of a National League Soccer Club for seven years.

**Wakefield FCIArB FACICA, Alexander** LLM

(UNSW) MPhil (Cantab)

Senior Member. Admitted as a solicitor in 1990. Currently in private practice as a solicitor and chair of the Australian Disputes Centre. Accredited specialist in commercial litigation and former Court appointed arbitrator. Former President of the Chartered Institute of Arbitrators Australia. Former member of the Law Society Professional Conduct Committee. Former Judicial Member of the Administrative Decisions Tribunal.

**Walker, Professor Emeritus Geoffrey** LLB

(Hons2) (Syd) LLM SJD (Penn) LLD (Qld)

Senior Member. Admitted to the Bar, 1965. From 2004-2009, Executive Deputy President, Administrative Appeals Tribunal; 2012-2014, Judicial Member, Administrative Decisions Tribunal; 2015 to date, Senior Member, NCAT. This year presented to the State Library of New South Wales his translations of five major French historical works dealing with Australia published between 1798 and 1855. They are currently being accessioned and will be available as e-books for public use.

**Wannan, Alison** BSW (Hons) MSW PhD

General Member. Currently a lecturer in social work and social policy at the University of New South Wales. Previously managed disability and community service programs and researched community led initiatives involving people with mental health issues as well as frail older people living in disadvantaged communities. Since 2014, a community member of NCAT's Guardianship Division.

**Watson, Margaret** BA (Welfare Studies) Cert Somatic Psychotherapy

General Member. Counsellor, Post Adoption Resource – the Benevolent Society. From 1975-1972 Welfare Manager, The Smith Family; 1982-1994 Member, Social Security Appeals Tribunal; 1990-2018 NSW Guardianship Tribunal full and part-time staff member; 2002-2010, Part-time Member, Guardianship and Administration Tribunal (Qld)/Queensland Civil and Administrative Tribunal 2002-2010. 2008-date, Member of Guardianship Tribunal/NCAT.

**West AM, Dr Carolyn** MBBS(Hons) DCH

Senior Member. Qualified as a medical practitioner in 1969. VMO Spina Bifida Service, RPAH, 1982-2018. Staff Specialist, The Children's Hospital at Westmead, Director, Spina Bifida Service, 1979 to 2011. Medical Advisory Committee, Allowah Children's Hospital, 1990 to 2016. Guardianship Tribunal, 1989 to 2019. Member of Order of Australia for services to disability especially Spina Bifida, 2007.

**Williams, Dr Sidney** MBBS FRANZCP

Senior Member. Qualified as medical practitioner in 1966 and psychiatrist in 1972. Member Faculty of Psychiatry of Old Age (RANZCP) 1999. Associate Professor, Psychiatry, University of Sydney 1989-1991. Ian Simpson Award (RANZCP) 2014 for "outstanding service to the community, his patients and his colleagues". A pioneer in developing services and education supporting people with dementia, their families and other carers particularly in South Western Sydney, regional and rural NSW. Also a member of the Mental Health Review Tribunal.

**Williams, Marcelle** BA (UNSW) GradDip School Counselling (USW)

General Member of NCAT's Guardianship Division since 2014. Currently working at the NSW Ombudsman in the area of reviewable disability deaths and reportable incidents. Previously worked as a guardian at the Public Guardian for over eight years and has held other roles in disability advocacy, case management and child protection.

**Wilson, Lucinda**

Senior Member. Barrister for 10 years before being appointed full-time Consumer and Commercial Division Senior Member. Had a civil and criminal practice at the Bar and conducted jury trials as both Crown Prosecutor and defence counsel. Previously on the Equal Opportunity Committee of the Bar Association and on the board of various non-profit organisations and CLCs.

**Wortley, Janice** BA(Ed) BA(Psych) MA (Counselling) Post Grad SpEd

Senior Member. Professional since 2001. Qualified psychologist (1986); 2001, Mental Health First Aid (MHFA) Accredited Trainer; 2014, certified workplace trainer and assessor; Currently an independent disability consultant/ accredited tertiary lecturer in disability, community services, including mental health, aged care and complex behaviours; 1995-2001, NSW state manager, Department of Education and Training/TAFE Disability Services; 2002 to date, state consultant (TAFE) Psychiatric Disabilities. Winner Premier's Award for Excellence Boarding Housing Reform.

**Wroth, Dr Melanie** MBBS (Syd) FRACP

Senior Member. Senior Staff Specialist Geriatrician at RPA Hospital managing acute inpatient medical care and providing a geriatrics consultation service throughout the hospital. 2000-2019, Member of the Medical Council of NSW for hearings resulting from complaints about medical practitioners. Chief clinical advisor to Aged Care Quality and Safety Commission.

**Yuvarajan, Dr Rasiah** MBBS FRANZP FPOA

MRCPsych MBA

Senior Member. Senior specialist psychiatrist, Sydney West LHD. Senior psychiatrist, Raymond Tint Way & Associates. Specialist psychogeriatrician. Specialist transcultural psychiatrist.

**Ziegler, Deborah** BA LLB

Senior Member. Admitted as a solicitor in 1996. Currently a nationally accredited mediator. From 1996-1997, Associate to the late Hon Justice Burchett, Federal Court of Australia; 1997-2011, solicitor and senior associate at Freehills (now Herbert Smith Freehills); 2011-2012, forum facilitator, forum sentencing NSW; 2011-2012, Member, Consumer Trader and Tenancy Tribunal..

**Zoa Manga, Robert** MBBS MPH MHIthServMgmt

General Member. Background in medicine and medical research as well as teaching. Published in the field of medical research, public health, international health and health promotion. Member of the World Health Organisation International Classification Functioning Reference Group. Co-owner and Director of 'My Voice' and co-author of "New Directions in Rehabilitation Counselling". President of Spinal Talk, a support group for people with spinal cord injuries in Australia; Chair-Elect, Australian Catholic Disability Council. Dr Manga has a lived experience of a person with disability, having sustained a permanent spinal cord injury following a motor accident.

# Appendix 4

## NCAT Member Code of Conduct

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1. This Code of Conduct is issued by the President of the NSW Civil and Administrative Tribunal pursuant to section 20 of the *Civil and Administrative Tribunal Act 2013* (the NCAT Act). It applies to all Members of the Tribunal, including occasional Members. The Code may be reviewed from time to time to ensure its relevance.

### Purpose

2. This Code seeks to provide guidance to Members in the performance of their statutory functions as Members of the Tribunal and to assist Members in identifying and resolving ethical issues as they may arise.
3. A further purpose of this Code is to provide Tribunal users with information by reference to which to assess Members' conduct.

### Upholding the Objects of the NCAT Act

4. The objects of the NCAT Act include:
  - ensuring that the Tribunal is accessible and responsive to the needs of all of its users;
  - enabling the Tribunal to resolve the real issues in proceedings justly, quickly, cheaply and with as little formality as possible;
  - ensuring that the decisions of the Tribunal are timely, fair, consistent and of a high quality;
  - ensuring that the Tribunal is accountable and its processes are transparent and open;
  - promoting public confidence in Tribunal decision-making and the conduct of Tribunal Members.
5. Members are to perform their duties and conduct themselves consistently with these objects.

### General Responsibilities

6. Tribunal Members have the following general responsibilities both in their activities as a Member and in their personal activities:
  - to uphold the law, including being aware of and complying with legislation dealing with privacy, discrimination and corruption;
  - to uphold the highest standards of integrity, truthfulness, and honesty.

### Tribunal Values

7. In performing their duties, Members should at all times strive to give effect to the following values (derived from "A Guide to Standards of Conduct for Tribunal Members" issued by the Administrative Review Council).

### Respect for the Law

8. Members should, while acting as a Tribunal Member and while performing functions associated with membership, demonstrate respect for all aspects of the law.

9. In particular, Members should:

- at all times while performing Tribunal duties comply with the law in relation to the conduct of hearings, the determination of matters and interactions with other Members, Tribunal staff and Tribunal users;
- ensure that all decisions and determinations are legally well founded.

## **Fairness**

10. Fairness requires a Tribunal Member to make unbiased, impartial decisions and to give all parties the opportunity to put forward their positions.

11. More specifically, Members are to:

- apply the law equally, and act in an impartial manner in the performance of their decision making functions, so that their actions do not give rise to a legitimate apprehension of bias or amount to actual bias;
- advise the parties of any matter or circumstance which might give rise to bias or conflict of interest or a perception of bias or conflict of interest and determine whether in the circumstances it is appropriate to continue to conduct or determine the proceedings;
- refrain, other than during a hearing or in exceptional circumstances, from any communication (either oral or in writing) or association during the course of proceedings with a party, legal representative or witness in the absence of the other party or parties or their representatives.
- abide by the principles of procedural fairness, in particular, by ensuring that parties have a reasonable opportunity to present their case and to answer the case against them;
- be aware of and address appropriately barriers such as language, cultural background, lack of literacy or disability which are likely to impede parties in presenting their case;

12. In addition, Members should:

- if engaged in another profession, occupation or business, take care to ensure that those activities do not conflict with or undermine the discharge of their responsibilities as Members;
- refrain from partisan political activity which is directly related to the work of the Tribunal or which may impinge upon the perception of impartiality of the Member or the Tribunal (including, for example, being a member of a registered political party).

## **Independence**

13. Tribunal Members are to perform their duties independently, free from external influence and free from the fear of adverse consequences.

14. Members should not allow themselves to be put in a position where their independence may be compromised or be perceived to be compromised.

15. Where part-time Members have a professional practice in addition to being Members of the Tribunal, they:

- cannot appear before the Tribunal as a representative of a party or other person;
- cannot advise individuals or bodies concerning Tribunal proceedings or potential proceedings involving those individuals or bodies; and
- cannot act for or against or provide services to individuals or bodies who are litigants before them in the Tribunal.



## Respect for Persons

16. Members are to conduct proceedings in a manner that is patient, courteous and respectful of all parties, witnesses, representatives, staff and others with whom Members have to deal.
17. In particular, Members are to:
  - demonstrate patience, courtesy and respect in their own conduct and demeanour;
  - communicate in a clear, plain manner so as to be understood by the parties;
  - control the proceedings in such a way as to create an environment in which participants can and are encouraged to treat other participants courteously and respectfully;
  - be aware of and responsive to cultural and other sensitivities in relation to forms of address, conduct and dress.

## Diligence and Efficiency

18. Members are to be diligent and timely in the performance of their duties. They should take reasonable steps to maintain and enhance the knowledge, skills and personal qualities necessary to the performance of their duties.
19. In particular, Members should:
  - conduct proceedings and make decisions with due rigour, diligence and intellectual honesty;
  - perform their duties in the Tribunal so as to resolve matters in a timely and appropriate manner with a view to ensuring that the Tribunal's proceedings are efficient, effective and inexpensive;
  - provide oral reasons for decision where appropriate and deliver reserved decisions within the NCAT Divisional standards, except where the complexity or difficulty of the matter requires otherwise;
  - undertake and participate in professional development and training programs to enhance relevant knowledge and skills;
  - keep informed of developments in substantive and procedural matters within the jurisdiction of the Tribunal relevant to their duties;
  - support and encourage, where possible, the professional development of colleagues;
  - become proficient in the use of technology including the Tribunal's computerised case management system, digital provision of documents, the Tribunal's intranet, digital sound recording facilities, and other technological developments implemented by the Tribunal.
20. In order to promote the efficient conduct of proceedings, Members should:
  - clearly identify the issues and orders in dispute;
  - facilitate the resolution or narrowing of issues in dispute, where appropriate;
  - adjourn proceedings only when necessary in the interests of justice and fairness;
  - ensure that any interlocutory orders and applications do not unnecessarily delay the final determination of proceedings;
  - ensure that evidence is confined by reference to the issues in dispute, and that it is given as concisely as is reasonably possible.

## **Integrity**

21. Members, in carrying out their duties as Members, are to act honestly and truthfully.
22. In particular, Members must:
  - not knowingly take advantage of or benefit from information, not publicly available, obtained in the course of performing their Tribunal functions;
  - not use their position as a Member improperly to gain or seek to gain any advantage or benefit for themselves or any other person;
  - be scrupulous in the use of Tribunal resources;
  - not disclose any confidential information otherwise than as permitted by law;
  - refrain from conduct which would bring the Tribunal into disrepute.

## **Accountability and Transparency**

23. Members are accountable for their decisions and actions taken as Members and have a responsibility to be open and frank about their decisions, actions and inaction in relation to their duties.
24. In particular, Members are to:
  - participate in performance evaluations conducted by the Tribunal;
  - co-operate fully in complaint investigations carried out by the Tribunal.

## **Responsibility of the Tribunal Head and Heads of Divisions**

25. It is the responsibility of the President together with the Heads of each of the Divisions to assist Members to comply with the Code of Conduct and to perform their responsibilities as Tribunal Members through the provision of appropriate training, leadership and support.

## **Particular Issues**

### **Gifts, Benefits and Hospitality**

26. Where gifts or benefits are offered, or social invitations extended, by parties or representatives in Tribunal proceedings, to Members in their capacity as such, these should, as a general rule, be declined.
27. If a gift is proffered to a Member, in his or her capacity as a Member, in circumstances where it cannot be or it is inappropriate for it to be declined, it should be handed to the Principal Registrar for inclusion in the Tribunal's gift register and appropriate disposition. Donating the gift to a charity, using the gift for the benefit of Members or staff generally or publicly displaying the gift in the Tribunal's premises may be appropriate, depending on the circumstances.

### **Corrupt Conduct**

28. If a Member becomes aware of an instance of behaviour that could be corrupt conduct, maladministration, or criminal conduct, relating to the Tribunal, the Member should report it promptly to the Principal Registrar or the President, and also, if appropriate, to the Independent Commission Against Corruption.

## Post Service Conduct

29. After ceasing to be a Member of the Tribunal it is expected that a former Member:
- would continue to behave in a way that upholds the integrity and good reputation of the Tribunal;
  - would not appear before the Tribunal as a representative where to do so would contravene the Barristers' Rules, the Solicitors' Rules or any other similar applicable professional rules;
  - would not use or take advantage of confidential information obtained in the course of his or her duties as a Member.

## Complaints

30. Complaints in relation to Members will be dealt with as outlined in NCAT Policy 1 - Complaints.

## Compliance with the Code

31. If a Member does not comply with the Code, the President may direct the Member to take specified action to rectify his or her conduct or determine that further work not be allocated to the Member until the breach is rectified. In cases of serious breach the President may refer a matter to the Attorney General or recommend that the Member not be reappointed at the expiration of their term. Whether such action will be taken will depend on factors such as the seriousness of the conduct in question, whether there is a pattern of such conduct, the intent of the Member concerned and the effect of the conduct upon the Tribunal or others.
32. The Code of Conduct does not stand alone but forms part of the accountability framework within which both the Tribunal and the Members operate. It is complementary to the Tribunal's procedures and policies, including the Member professional development framework and the Tribunal's complaints process.

# Appendix 5

## NCAT Expenditure Report

The following NCAT Expenditure Report applies to the period of 1 July 2018 to 30 June 2019.

<b>SALARY AND RELATED PAYMENTS</b>	<b>\$'000</b>
Salaries (staff and full-time members)	14,240
Statutory appointees (part-time members)	16,952
Contractors (agency temporary staff)	607
Annual leave and sick leave	2,550
Overtime	1
Long service leave	2,163
Superannuation	2,905
Workers compensation	161
Payroll tax	1,938
Fringe benefit tax	26
Other	64
<b>Subtotal</b>	<b>41,607</b>

<b>OPERATIONAL EXPENSES</b>	<b>\$'000</b>
Office accommodation	6,685
Postage and couriers	693
Telephones	418
Electricity gas	279
Minor computer purchases and consumables	117
Fees	327
Training and development fees	98
Travel expenses	482
Printing	105
Interpreters	651
Publication	105
Insurance	255
Maintenance	321
Minor miscellaneous	97
<b>Subtotal</b>	<b>10,633</b>
Depreciation	2,754
Ex-Gratia payments	0
Impairment on receivables – JusticeLink	5
<b>Total operational expenses</b>	<b>54,999</b>

\* Note that security costs were transferred to NSW Sheriffs during this reporting year.

**Note:** This appendix is based on information supplied by Finance, Department of Justice. The Audit Office had not completed the audit of the Department's financial statements when this information was supplied.

# Appendix 6

## Service Standards: Lodgement to Finalisation

The following tables show the service standards for the resolution of matters by each NCAT Division, as indicated from lodgement to finalisation, during the period of 1 July 2018 to 30 June 2019.

### Administrative and Equal Opportunity Division

LIST	SERVICE STANDARD	TARGET	MET TARGET%	TOTAL VOLUME	VARIATION TO TARGET
Administrative Review List	9 mths	80%	<b>86%</b>	<b>414</b>	6%
Community Services List	9 mths	80%	<b>83%</b>	<b>123</b>	3%
Contempt*	9 mths	80%	<b>100%</b>	<b>1</b>	20%
Equal Opportunity List	9 mths	80%	<b>90%</b>	<b>101</b>	10%
Revenue List	9 mths	80%	<b>84%</b>	<b>98</b>	4%

\*Contempt matters are not a separate List and are displayed for reporting purposes only.

### Consumer and Commercial Division

LIST	SERVICE STANDARD	TARGET	MET TARGET%	TOTAL VOLUME	VARIATION TO TARGET
Tenancy List					
<i>Termination</i>	4 wks	80%	<b>80%</b>	<b>17,883</b>	0%
<i>Non-termination</i>	8 wks	80%	<b>78%</b>	<b>12,254</b>	-2%
Social Housing List					
<i>Termination</i>	4 wks	80%	<b>70%</b>	<b>9,081</b>	-10%
<i>Non-termination</i>	8 wks	80%	<b>84%</b>	<b>3,811</b>	4%
General List	12 wks	80%	<b>77%</b>	<b>4,554</b>	-3%
Home Building List					
	16 wks	80%	<b>79%</b>	<b>1,815</b>	-1%
	18 mths	80%	<b>91%</b>	<b>821</b>	11%
	16 wks	80%	<b>80%</b>	<b>174</b>	0%
Residential Communities List					
<i>Termination</i>	6 wks	80%	<b>56%</b>	<b>43</b>	-24%
<i>Non-termination</i>	20 wks	80%	<b>64%</b>	<b>464</b>	-16%
Strata and Community Schemes List					
<i>Adjudication</i>	16 wks	80%	<b>81%</b>	<b>16</b>	1%
<i>Hearing</i>	16 wks	80%	<b>34%</b>	<b>35</b>	-46%
Strata Schemes List					
<i>Adjudication</i>	16 wks	80%	<b>59%</b>	<b>142</b>	-21%
<i>Hearing</i>	24 wks	80%	<b>83%</b>	<b>975</b>	3%
Motor Vehicles List	16 wks	80%	<b>79%</b>	<b>1,517</b>	-1%
Commercial List	16 wks	80%	<b>78%</b>	<b>828</b>	-2%
Retirement Villages List	16 wks	80%	<b>64%</b>	<b>61</b>	-16%

## Guardianship Division

LIST	SERVICE STANDARD	TARGET	MET TARGET%	TOTAL VOLUME	VARIATION TO TARGET
Risk Category 1	3 days	80%	<b>97%</b>	<b>233</b>	17%
Risk Category 2	20 days	80%	<b>93%</b>	<b>565</b>	13%
Risk Category 3	60 days	80%	<b>93%</b>	<b>7,791</b>	13%
Risk Category 4	100 days	80%	<b>96%</b>	<b>3,073</b>	16%

## Occupational Division

LIST	SERVICE STANDARD	TARGET	MET TARGET%	TOTAL VOLUME	VARIATION TO TARGET
Administrative Review List	9 mths	80%	<b>84%</b>	<b>110</b>	4%
Contempt List	9 mths	80%	<b>100%</b>	<b>2</b>	20%
Health Practitioner List	12 mths	80%	<b>86%</b>	<b>118</b>	6%
Legal Practitioner and Other Professionals List	12 mths	80%	<b>71%</b>	<b>59</b>	-9%

## Appeals

LIST	SERVICE STANDARD	TARGET	MET TARGET%	TOTAL VOLUME	VARIATION TO TARGET
Appeals	9 mths	80%	<b>94%</b>	<b>671</b>	14%

# Appendix 7

## Resolution Processes

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The Tribunal has a wide and flexible power to resolve disputes other than by adjudication. These processes are referred to in the legislation as 'resolution processes'. A resolution process is any process in which the parties to proceedings are assisted to resolve or narrow the issues between them. This is achieved through the application of appropriate dispute resolution strategies, which reflect the differing nature of disputes and the varying skills and knowledge of the parties.

In the Occupational Division, where the focus is on professional discipline, there is little scope for the use of resolution processes other than narrowing the issues in dispute. While resolution processes other than adjudication have been trialled in the Guardianship Division, the protective nature of proceedings in that Division means that special care must be taken. There is more scope for resolution processes to be used in the Administrative and Equal Opportunity Division where mediation is routinely used to assist parties resolve their issue.

Resolution processes such as expert conclaves, negotiation and conciliation are used extensively in the Consumer and Commercial Division.

### Conciliation

Conciliation is routinely used to resolve disputes in the Consumer and Commercial Division. It is a confidential process which brings parties together to discuss the issues in an informal manner and explore options to settle the dispute.

Conciliation is closely linked to the hearing process. Agreements reached by parties during conciliation can be turned into enforceable consent agreements by the Tribunal.

### Mediation

Schedule 1 to the *Civil and Administrative Tribunal Regulation 2013* defines mediation as a structured negotiation process in which the mediator, as a neutral and independent party, assists the parties to a dispute to achieve their own resolution of the dispute.

Mediation is offered for suitable anti-discrimination matters, and applications to review government decisions in relation to access to information, privacy, and state revenue matters. It is a confidential, informal problem-solving process managed by an independent mediator. The mediator manages the process but does not take sides or give an opinion about the case.

The Community Justice Centre (CJC) can provide mediation for parties to proceedings before the Tribunal. Parties can refer themselves directly to the CJC and in some instances Members and/or Tribunal staff can suggest that parties consider accessing mediation services offered by the CJC.

### Conclave

A conclave is a joint meeting between experts engaged by the applicant and the respondent. This resolution method is usually used in the Home Building List of the Consumer and Commercial Division. During a conclave, the experts discuss the issues on which they have prepared reports with a view to clarifying matters in dispute, reaching agreement where possible and narrowing the issues to be determined. The conclave is usually held on-site and is facilitated by a Tribunal Member.

## Case conference

In the Administrative and Equal Opportunity Division, some matters are listed for a preliminary session where the Tribunal Member explores ways to resolve the proceedings or narrow the issues in dispute. These preliminary sessions are called 'case conferences' and are used in reviews of government decisions about access to information, privacy, and in anti-discrimination matters.

## Directions hearings

Matters may be listed for directions hearings to prepare for the substantive hearing. They are usually short in duration and may be used if there is a need to establish jurisdiction, identify issues in dispute, set a timeframe for the hearing or make directions for the exchange of evidence. All parties are required to attend directions hearings and to comply with procedural directions.

## Types of hearings

Matters are listed for hearing according to the type of application and nature of the dispute. Notices of Hearing are issued to parties in advance of their hearing. They provide information such as the type of hearing event they will be attending and what they need to do to prepare for their hearing.

### Group lists

A group list is where a number of Consumer and Commercial Division cases are listed together before a Tribunal Member.

When both parties appear at the hearing they are encouraged to resolve their dispute through conciliation. If only one party appears, ex-parte orders (i.e. orders made where the other party is not in attendance) may be made or the application may be dismissed by the Tribunal Member. If conciliation is unsuccessful the case proceeds to hearing.

Sometimes, if the parties need to obtain further evidence, or the hearing will take further time, the

matter can be adjourned to a hearing on a later date.

## Hearings

Hearings are listed for a specific length of time where the issues in dispute will be finally determined and a decision made. These hearings can run for an hour or several days, depending on the complexity, the nature of the jurisdiction and the issues in dispute.

Matters are listed for hearing according to the type of application and nature of the dispute. Notices of Hearing are issued to parties in advance of their hearing. They provide information such as the type of hearing event they will be attending and what they need to do to prepare for their hearing.

The number of Tribunal Members hearing a matter depends on the Division in which the application was lodged. Hearings in the Consumer and Commercial Division are conducted before a single Tribunal Member while the majority of applications in the Guardianship Division are before a panel of three Members. Some Tribunal Members are Community Members who represent community perspectives and provide knowledge and expertise relating to their area of work.

NCAT's hearings are open to the public unless a specific order is made closing the hearing. Public hearings ensure that the Tribunal's processes are transparent. NCAT's hearing lists are published on the NCAT website, with the exception of matters heard in the Guardianship Division.

## Internal appeals

This process permits decisions at first instance to be scrutinised and, where necessary, corrected without the expense or delay involved in bringing proceedings in the District Court or the Supreme Court. This scrutiny also improves the standard of decision-making and writing throughout the Tribunal.



Under section 32 of the *Civil and Administrative Tribunal Act 2013* (NCAT Act), parties have a right to lodge an internal appeal from:

- Any decision made by the Tribunal in proceedings for a general decision or an administrative review decision
- Any decision made by a registrar of a kind that is internally appealable.

In most cases, internal appeals can be lodged as of right on any question of law. An appeal on other grounds can be lodged if the Appeal Panel grants leave.

The Appeal Panel which hears any internal appeal will in most cases be made up of two or three Members from across the Divisions. At least one of the Members will be a lawyer.

Not all Tribunal decisions are internally appealable. Some matters NCAT's internal appeal jurisdiction does not extend to include:

- Decisions made in the Occupational Division relating to the following professions: medical practitioners, health professionals (nurses, psychologists, physiotherapists and similar professions), legal practitioners, veterinary practitioners, architects, registered surveyors, accredited certifiers
- Decisions made in the Occupational Division in relation to applications for dismissal of councillors from civic office
- Decisions in proceedings for the exercise of the Tribunal's enforcement jurisdiction
- Decisions of the Tribunal in proceedings for the imposition of a civil penalty in exercise of its general jurisdiction
- Decisions made by an Adjudicator under the *Strata Schemes Management Act 1996* or *Community Land Management Act 1989*.

- Decisions of an Appeal Panel
- Decisions of the Tribunal under the *Child Protection (Working with Children) Act 2012*.

Exclusions to appeal are set out in the Divisional Schedules to the NCAT Act and in some of the specific laws giving jurisdiction to NCAT.

Some Divisional decisions that are not subject to an internal appeal may be appealed to the Land and Environment Court, the Supreme Court or the Court of Appeal. A decision of the Guardianship Division may be appealed either to the Appeal Panel or the Supreme Court, but not to both.

Information about lodging an appeal is provided in *NCAT Guideline 1 – Internal Appeals*. This Guideline and the application forms are available on the NCAT website. NCAT appeal decisions are published to the NSW Caselaw website and a selection are published in NCAT's *Legal Bulletin*.

The *NCAT Appeal Panel Decisions Digest* can be subscribed to for monthly keyword summaries of Internal Appeal Panel decisions.

## Set aside or vary Tribunal Decision

In some instances, a party to proceedings may apply to NCAT to set aside or vary a Tribunal decision after the matter is finalised. The grounds for an application to set aside or vary Tribunal decisions are contained in Part 3 of the *Civil and Administrative Tribunal Regulation 2013*. Dissatisfaction with the decision is not a sufficient reason to request that the Tribunal decision be set aside or varied.

Applications to set aside or vary a Tribunal decision may be decided 'on the papers', based on the information provided on the application form and any written submissions provided by the parties. The Tribunal may refuse the application or call for submissions from the other party before determining the application.

The Tribunal will not grant an application to set aside or vary a decision unless the other party has been notified and given a copy of the application, and has been given a reasonable opportunity to respond. The Tribunal will consider all responses before making a decision.

# Appendix 8

## Fees and charges as at 30 June 2019

### Administrative and Equal Opportunity Division and Occupational Division

MATTER TYPE	STANDARD FEE	CORPORATION FEE	REDUCED OR CONCESSION FEE
<b>Administrative review application</b>	\$102	na	\$26
<ul style="list-style-type: none"> <li>to be determined by 2 or more Members*</li> </ul>	\$214	na	\$54
<ul style="list-style-type: none"> <li>under the Apprenticeship and Traineeship Act 2001</li> </ul>	No fee	No fee	No fee
<ul style="list-style-type: none"> <li>under the Community Services (Complaints, Reviews and Monitoring) Act 1993</li> </ul>	No fee	No fee	No fee
<b>General application or external appeal</b>	\$102	\$204	\$26
<ul style="list-style-type: none"> <li>to be determined by 2 or more Members*</li> </ul>	\$214	\$428	\$54
<ul style="list-style-type: none"> <li>to be determined by Appeal Panel</li> </ul>	\$422	\$844	\$106
<ul style="list-style-type: none"> <li>under the <i>Aboriginal Land Rights Act 1983, Anti-Discrimination Act 1977, Local Government Act 1993, Legal Profession Uniform Application Act 2014, Public Notaries Act 199 or Dormant Funds Act 1942</i></li> </ul>	No fee	No fee	No fee
<b>Health Practitioner List matters</b>	No fee	No fee	No fee

\* Refer to section 27 and relevant Divisional Schedules of the *Civil and Administrative Tribunal Act 2013*.

### Consumer and Commercial Division

MATTER TYPE	STANDARD FEE	CORPORATION FEE	REDUCED OR CONCESSION FEE
<b>Residential proceedings</b>	\$50	\$100	\$13
<b>General consumer or commercial proceedings</b>			
<ul style="list-style-type: none"> <li>Claims not more than \$10,000 (or no amount)</li> </ul>	\$50	\$100	\$13
<ul style="list-style-type: none"> <li>Claims over \$10,000 to \$30,000</li> </ul>	\$103	\$206	\$26
<ul style="list-style-type: none"> <li>More than \$30,000</li> </ul>	\$268	\$536	\$67
<b>Strata schemes</b>			
<ul style="list-style-type: none"> <li>Strata application</li> </ul>	\$103	\$206	\$26
<ul style="list-style-type: none"> <li>External appeal against order of Adjudicator under the <i>Strata Schemes Management Act 1996</i></li> </ul>	\$102	\$204	\$26
<b>Community schemes</b>			
<ul style="list-style-type: none"> <li>Application for Adjudicator's orders</li> </ul>	\$87	\$174	\$22
<ul style="list-style-type: none"> <li>Application for Adjudicator orders and interim orders when lodged at same time</li> </ul>	\$174	\$348	\$44
<ul style="list-style-type: none"> <li>Application for Tribunal orders</li> </ul>			
<ul style="list-style-type: none"> <li>General application for orders under Division 4 of the <i>Community Land Management Act 1989</i></li> </ul>	\$87	\$174	\$22
<ul style="list-style-type: none"> <li>External appeal against order of Adjudicator</li> </ul>	\$102	\$204	\$26
<b>Retail leases</b>	\$102	\$204	\$26

MATTER TYPE	STANDARD FEE	CORPORATION FEE	REDUCED OR CONCESSION FEE
<b>Renewal of proceedings</b>	Same as original application	Same as original application	Same as original application

## Guardianship Division

MATTER TYPE	STANDARD FEE	CORPORATION FEE	REDUCED OR CONCESSION FEE
<b>Guardianship proceedings</b>	No fee	No fee	No fee

## Other application fees (all Divisions)

MATTER TYPE	STANDARD FEE	CORPORATION FEE	REDUCED OR CONCESSION FEE
<b>Internal appeal</b>	\$422	\$844	\$106
<b>Set aside application</b>	\$103	\$206	\$26
<b>Reinstatement application</b>	Same as original application	Same as original application	Same as original application

## Explanatory notes

**Corporation fee** – applies to all organisations defined as a *corporation* by section 57A of the *Corporations Act 2001*. Corporations that lodge an application with the incorrect fee will be contacted and will be required to pay the correct fee.

**Reduced or concession fee** – applies to eligible pensioners or individuals in receipt of a grant of legal aid or assistance from a community legal centre. The concession rate is set at 25% of the full fee (round up or down to the nearest whole dollar amount).

**Residential proceedings** – matters about tenancy, social housing, residential communities, retirement villages and boarding houses.

**General consumer or commercial proceedings** – matters about agent commissions and fees, agricultural tenancy, consumer claims, conveyancing costs, dividing fences, holiday parks, home building, motor vehicles, pawnbrokers and second-hand dealers.

## Other services

SERVICE	FEE
Copy of sound recording (for each hearing event)	\$42
Application for issue of a summons (for production of or to give evidence, or both)	\$46
Request for the production to Tribunal of documents held by court	\$53
Retrieval of any document or file from archives	\$82
Copy or certified copy of decision or written reasons	\$82
Request by a non-party to inspect public access documents	\$42 <sup>#</sup>
Photocopying of documents where requesting party makes the copies	\$0.50 per sheet
Photocopying of documents where a Tribunal staff member makes the copies	\$2 per sheet

<sup>#</sup> Payment of fee is applicable per finalised matter. Fee is for inspection only and is payable in addition to any charges for the photocopying of documents.

# Appendix 9

## NCAT Liaison Group and Divisional Consultative Forum Membership

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### NCAT Liaison Group

Community Legal Centres Group NSW  
Health Care Complaints Commission  
Health Professional Councils Authority  
Law Society of NSW  
Legal Aid NSW  
NSW Bar Association  
Real Estate Institute of NSW  
Redfern Legal Centre  
Synapse (formerly Brain Injury Association NSW)  
Tenants' Union of NSW

### Administrative and Equal Opportunity Division

Administrative and Equal Opportunity Division Consultative Forum  
Aboriginal Legal Service (NSW/ACT) Limited  
Anti-Discrimination Board of NSW  
Association of Children's Welfare Agencies (ACWA)  
Australian Taxi Drivers Association  
Family and Community Services (FACS)  
Firearms Registry  
Independent Liquor & Gaming Authority  
Information and Privacy Commission NSW  
Kingsford Legal Centre, UNSW Law - Community Legal Centres NSW  
Law Society of NSW  
Legal Aid NSW  
Liquor and Gaming NSW  
Local Government NSW  
NSW Bar Association  
NSW Crown Solicitor's Office  
NSW Department of Education  
NSW Department of Justice  
NSW Fair Trading  
NSW Police Force  
NSW Trustee and Guardian

Office of the Children's Guardian  
Point to Point Transport Commission  
Public Interest Advocacy Centre Ltd  
Revenue NSW  
Transport for NSW  
Barristers from Selborne and Wentworth Chambers

### Consumer and Commercial Division

#### Tenancy Consultative Forum / Aboriginal Consultative Forum

Aboriginal Housing Office  
Aboriginal Legal Services  
Anaiwan LALC  
Argyle Community Housing Ltd  
Bungree Aboriginal Association Inc.  
CHOICE  
Civil Law Service for Aboriginal Communities  
Common Equity NSW  
Community Housing  
Community Housing Industry Association NSW  
Department of Family and Community Service  
Department of Finance and Services  
Dtarawarra Aboriginal Resource Unit  
Estate Agents Co-operative  
Fair Trading NSW  
Gandangara Local Lands  
Homelessness NSW  
Housing NSW  
Inner Sydney Tenants' Advice & Advocacy Service, Redfern Legal Centre  
Jemmeson Fisher  
Law Society of New South Wales  
LawAccess NSW  
Legal Aid NSW  
Mission Australia  
Murra Mia Tenant Advocacy Service  
NSW Aboriginal Land Council

NSW Bar Association  
NSW Department of Aboriginal Affairs  
NSW Federation of Housing Associations Inc.  
Property Owners Association of NSW  
Public Interest Advocacy Centre  
Public Tenants Council (Central Sydney)  
Real Estate Institute of NSW  
Redfern Legal Centre  
Southern Sydney Tenants Service (SSTAS)  
Western Sydney Community Legal Centre  
Western Sydney Tenants Service

### **Commercial / General / Motor Vehicles Consultative Forum**

Australian Consumers Association  
Australian Manufacturing Workers Union  
Community Relations Commission  
Consumer Credit Legal Centre  
Department of Finance and Services  
Fair Trading NSW  
Financial Counsellors Association of NSW  
Homelessness NSW  
Institute of Automotive Mechanical Engineers  
Jemmeson Fisher  
Law Society of New South Wales  
LawAccess NSW  
Legal Aid NSW  
Motor Traders Association  
NSW Bar Association  
Redfern Legal Centre

### **Home Building Consultative Forum**

Australian Institute of Building  
Bannermans  
Civil Contractors Federation  
Department of Family and Community Service  
Department of Finance and Services  
Fair Trading NSW  
Housing Industry Association  
Institute of Building Consultants NSW  
Institution of Engineers Australia  
Law Society of New South Wales  
LawAccess NSW  
Macquarie Legal Centre  
Master Builders Association  
Master Painters Association

Master Plumbers Association of NSW  
National Electrical & Communications Association of NSW  
NSW Bar Association  
Owners Corporation Network  
Property Owners Association of NSW  
Royal Australian Institute of Architects  
Russo and Partners  
Strata Community Australia (NSW)  
Suncorp  
Swaab Attorneys  
Swimming Pool and Spa Association of NSW

### **Residential Communities Consultative Forum**

Affiliated Residential Park Residents Association (ARPR)  
ARPR Central Coast Residents Association  
Caravan and Camping Industry Association NSW  
Combined Pensioners and Superannuants Association of NSW Inc.  
Department of Finance, Services and Innovation  
Independent Park Residents Action Group of NSW  
Land Lease Living Industry Association NSW  
LawAccess NSW  
Law Society of NSW  
Park and Village Service  
Port Stephens Park Residents Association  
Senior Rights Service  
Tenants Union of NSW  
Tweed Residential Parks Homeowners Association  
Western Sydney Community Legal Centre  
Western Sydney Tenants Service

### **Retirement Villages Consultative Forum**

Aged and Community Services NSW and ACT  
Aged Care Association Australia (NSW)  
Bougainvillea Retirement  
Council on the Ageing NSW  
Department of Finance, Services and Innovation  
LawAccess NSW  
Law Society of NSW  
Leading Age Services Australia NSW-ACT  
NSW Fair Trading  
Older Persons Tenancy Service – Combined Pensioners and Superannuants Association of NSW  
Public Interest Advocacy Centre  
Retirement Villages Residents Association

Seniors Rights Service  
The Aged-Care Rights Service  
Wesley Mission

### **Strata Consultative Forum**

Australian College of Community Association Lawyers  
Australian Resident Accommodation Managers Association (ARAMA)  
Bannermans Lawyers  
Department of Finance, Services and Innovation  
Fair Trading NSW  
Housing Industry Australia  
LawAccess NSW  
Law Society of NSW  
Older Persons Tenants Services – Combined Pensioners and Superannuants Association  
Owners Corporation Network  
Property Council of Australia  
Property Owners Association of NSW  
Strata Community Australia (NSW)

### **Guardianship Division**

Aboriginal Legal Services (NSW/ACT)  
Dementia Australia  
Department of Family and Community Services  
Disability Advocacy Service, NSW Trustee and Guardian  
Disability Council NSW - FACS  
FACS Legal - Child Protection Law  
First Peoples Disability Network (Australia)  
Intellectual Disability Rights Service  
Law Society of NSW  
Leading Age Services Australia Ltd  
Legal Aid NSW  
Mental Health Coordinating Council  
Mental Health Review Tribunal  
Multicultural Disability Advocacy Association of NSW (MDAA)/NSW Network of Women With Disability  
National Disability Insurance Agency  
National Disability Services NSW  
NSW Bar Association  
NSW Carers Advisory Council  
NSW Council for Intellectual Disability  
NSW Ministry of Health  
Office of the Public Guardian  
People With Disability - PWD Australia  
Seniors Rights Service

Synapse  
The Benevolent Society

### **Occupational Division**

Australian Medical Association (NSW) Limited  
Australian Health Practitioner Regulation Agency (AHPRA)  
Avant Mutual Group Limited  
Building Professionals Board  
Eakin McCaffery Cox  
Health Professional Councils Authority  
Hicksons Lawyers  
HWL Ebsworth  
Law Society of NSW  
MDA National  
Medical Indemnity Protection Society (MIPS)  
Medical Insurance Group (MIGA)  
Meridian Lawyers  
NSW Architects Registration Board  
NSW Bar Association  
NSW Health Care Complaints Commission  
NSW Nurses and Midwives Association  
Office of Local Government  
Office of the Legal Services Commissioner  
Veterinary Practitioners Board of NSW  
Watts McCray Lawyers  
Barristers from Culwulla, Denman, Level 22, Maurice Byers, St James Hall, Wardell and Wentworth Selborne Chambers

