

GOING TO AN ACT CIVIL AND ADMINISTRATIVE TRIBUNAL HEARING



ACAT entrance



ACAT logo

I have a meeting at the ACT Civil and Administrative Tribunal (ACAT).
My meeting is called a **hearing**.

ACAT is like court, but not as formal.



The person who runs the hearing is called the Member.

The Member will tell me their name and their title.

I can ask the Member what name to call them.

I can ask the Member to help me with anything I do not understand.



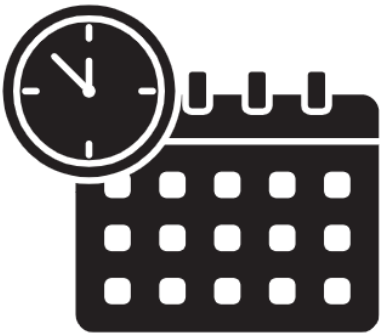
[In person hearing – delete this page if not applicable]

My meeting is on [date] at [time] at ACAT.

I can bring a pen and paper to take notes if I need.

I should arrive at least 10 minutes before my meeting.

The address is 15 Constitution Avenue, Canberra City.



[Phone hearing – delete this page if not applicable]

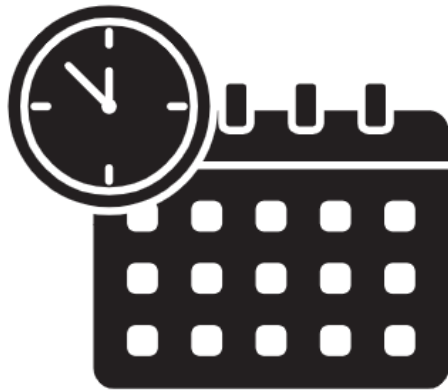
My meeting is on [date] at [time] by phone.

I will get a call when it is time to talk.

It is a good idea to do this in a quiet place and to have a pen and paper to take notes if I need.

Sometimes they start late. I need to wait for the phone call.

If I have trouble getting the call, I can call my lawyer on [phone number] or ACAT on 6207 1740.



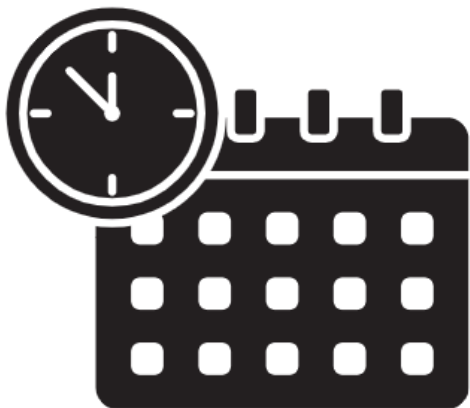
[Video conference hearing – delete this page if not applicable]

My meeting is on [date] at [time] by WebEx video conference.

It is a good idea to do this in a quiet place and to have a pen and paper to take notes if I need.

The instructions for joining the meeting were emailed to me.

If I have trouble joining the meeting, I can call my lawyer on [phone number] or ACAT on 6207 1740.



It is a good idea to speak to a lawyer before I go to ACAT.

Sometimes people will have a lawyer speak for them at ACAT.

But I do not have to have a lawyer. If I do not have a lawyer, I still have the right to be treated fairly.

I can choose to bring a support person to my hearing. This could be

- A support worker
- A friend or family member
- A disability advocate, for example
 - ACT Disability, Aged and Carer Advocacy Service (ph 6242 5060)
 - Advocacy for Inclusion (ph 6257 4005)



**CANBERRA
COMMUNITY
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Ph: 02 6218 7900

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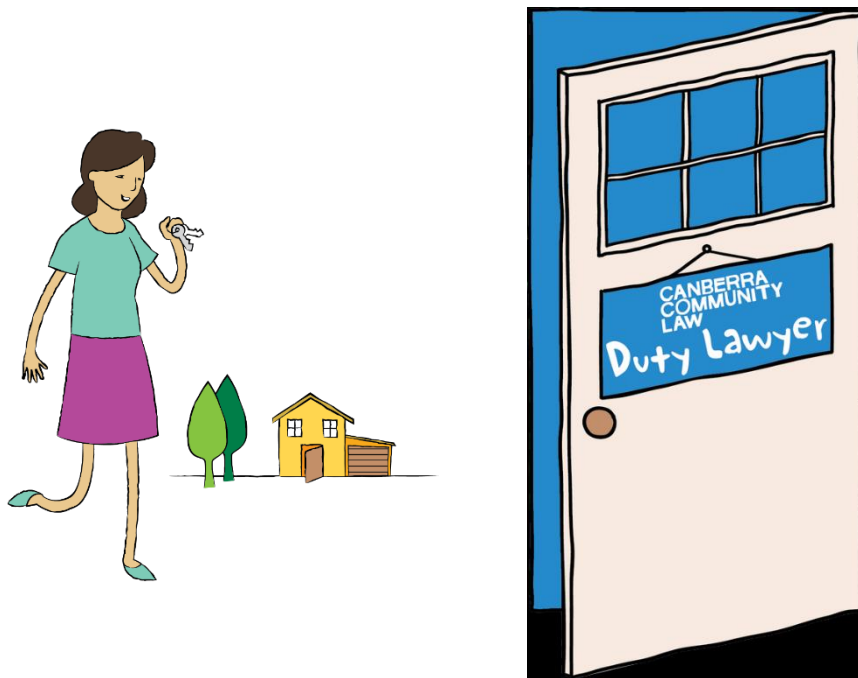
**CANBERRA
COMMUNITY
LAW**

Canberra Community Law (CCL) has a lawyer for housing problems at ACAT.

They are called the Duty Lawyer.

The Duty Lawyer can give me advice and help at my meeting.

I can ask ACAT or CCL for help from the Duty Lawyer.



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I can tell my lawyer, support person, or ACAT anything they can do to make the meeting more accessible for me, for example if I would like

- To meet in person instead of over the phone
- An interpreter
- Breaks
- Access to a hearing loop
- A copy of the transcript
- My assistance animal to be present
- Help to understand what is going on in the meeting



[Delete pages 10-20 if *not* in person]

Sometimes people ask what they should wear to ACAT.

Some people will wear business clothes.

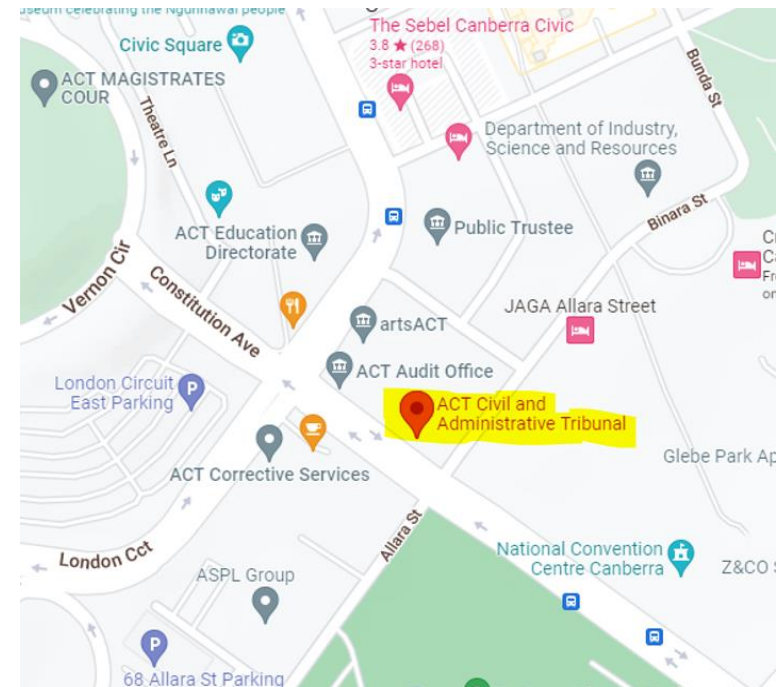
I do not have to wear a suit to ACAT.

I can wear something that is clean and neat.



ACAT is at 15 Constitution Avenue, Canberra City.

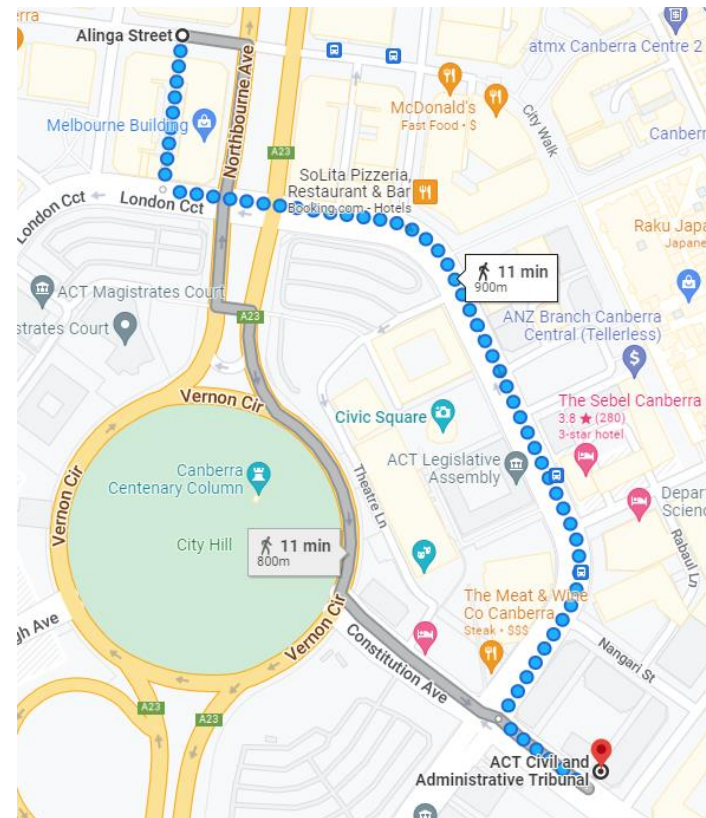
It is on the corner of Constitution Avenue and Allara Street in the City.



Map data © 2022 Google

The closest Light Rail is Alinga Street. I can ask the driver to tell me when I have arrived at the stop if I am unsure.

It takes about 11 minutes to walk from the Alinga Street stop to ACAT.

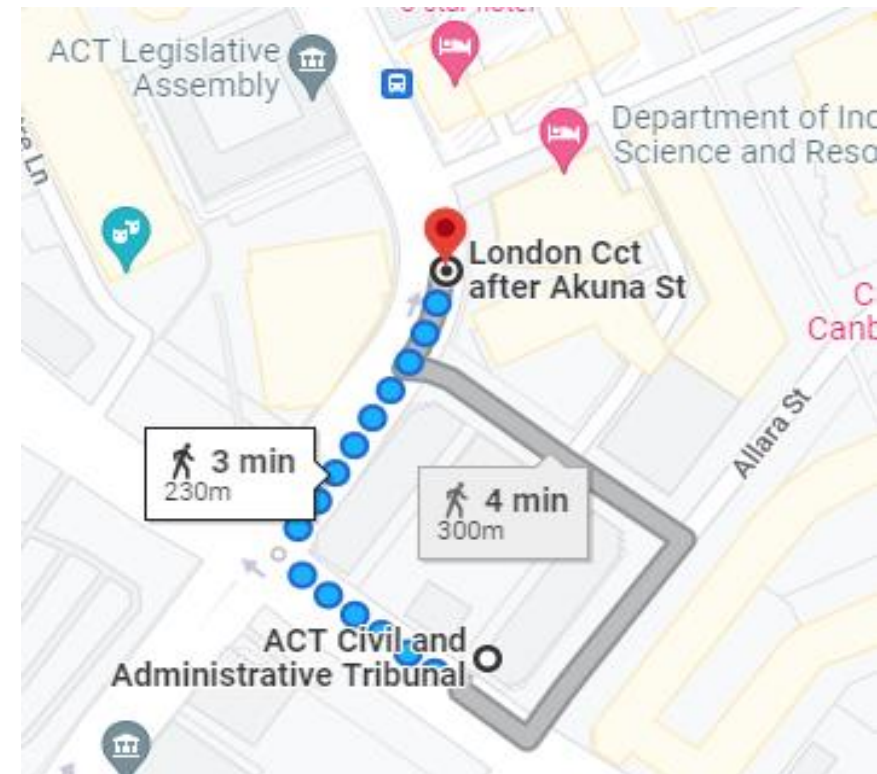
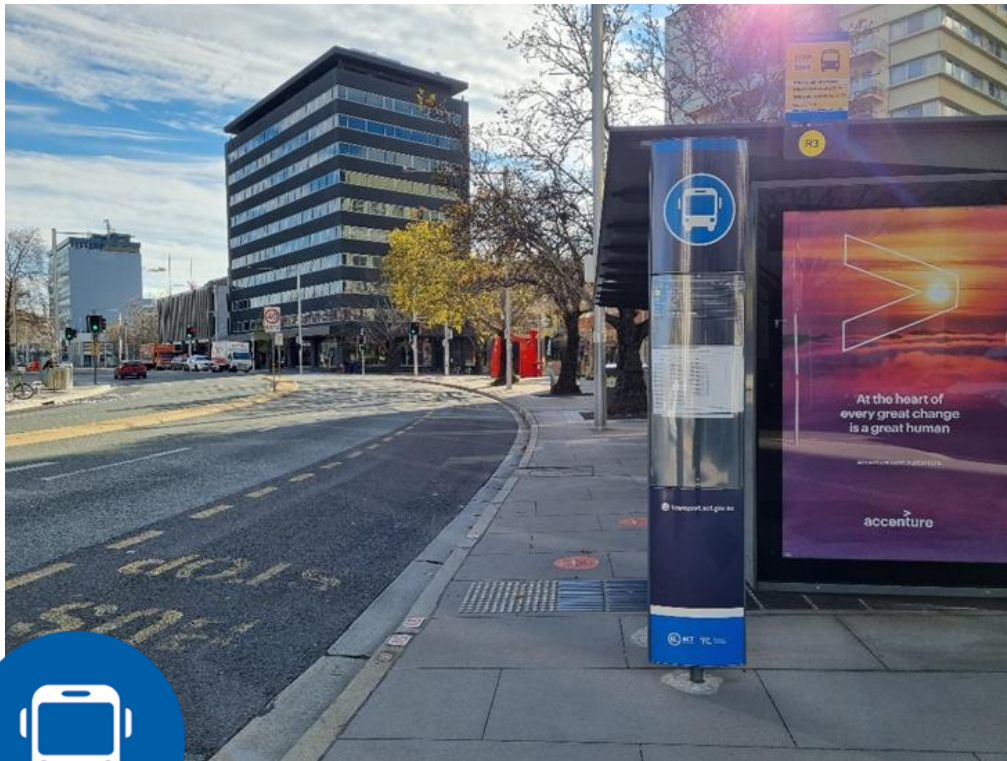


Map data © 2022 Google

The nearest bus stop is London Circuit after Akuna Street.

I can ask the driver to tell me when I have arrived at the stop if I am unsure.

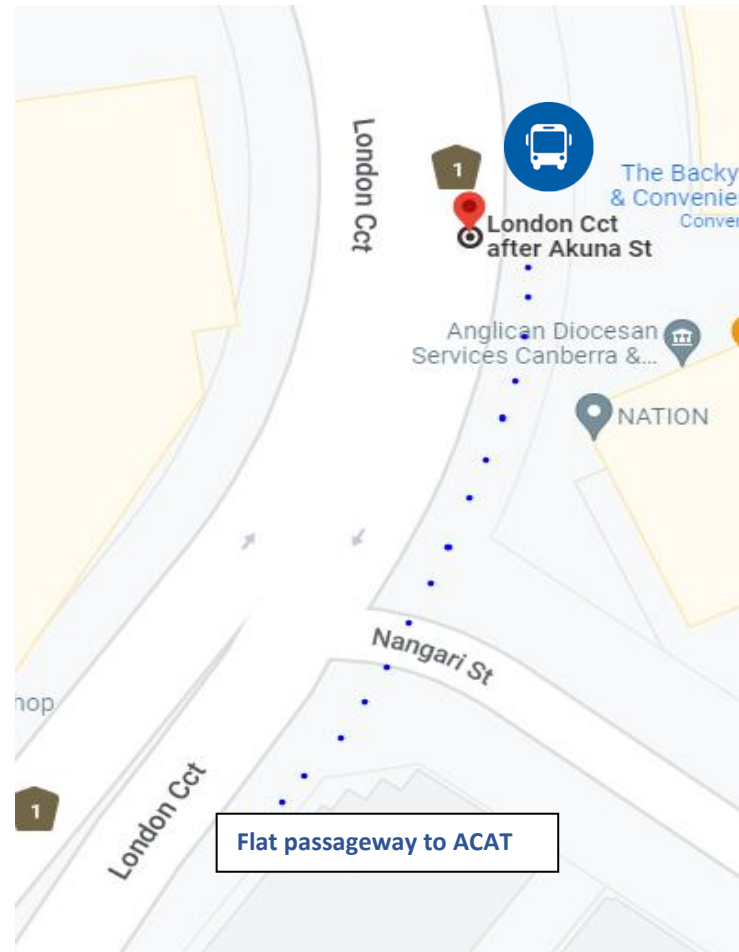
It takes about 4 minutes to walk from this bus stop to ACAT.



Map data © 2022 Google

I can also use the street level passage from London Circuit to ACAT. The passage is flat.

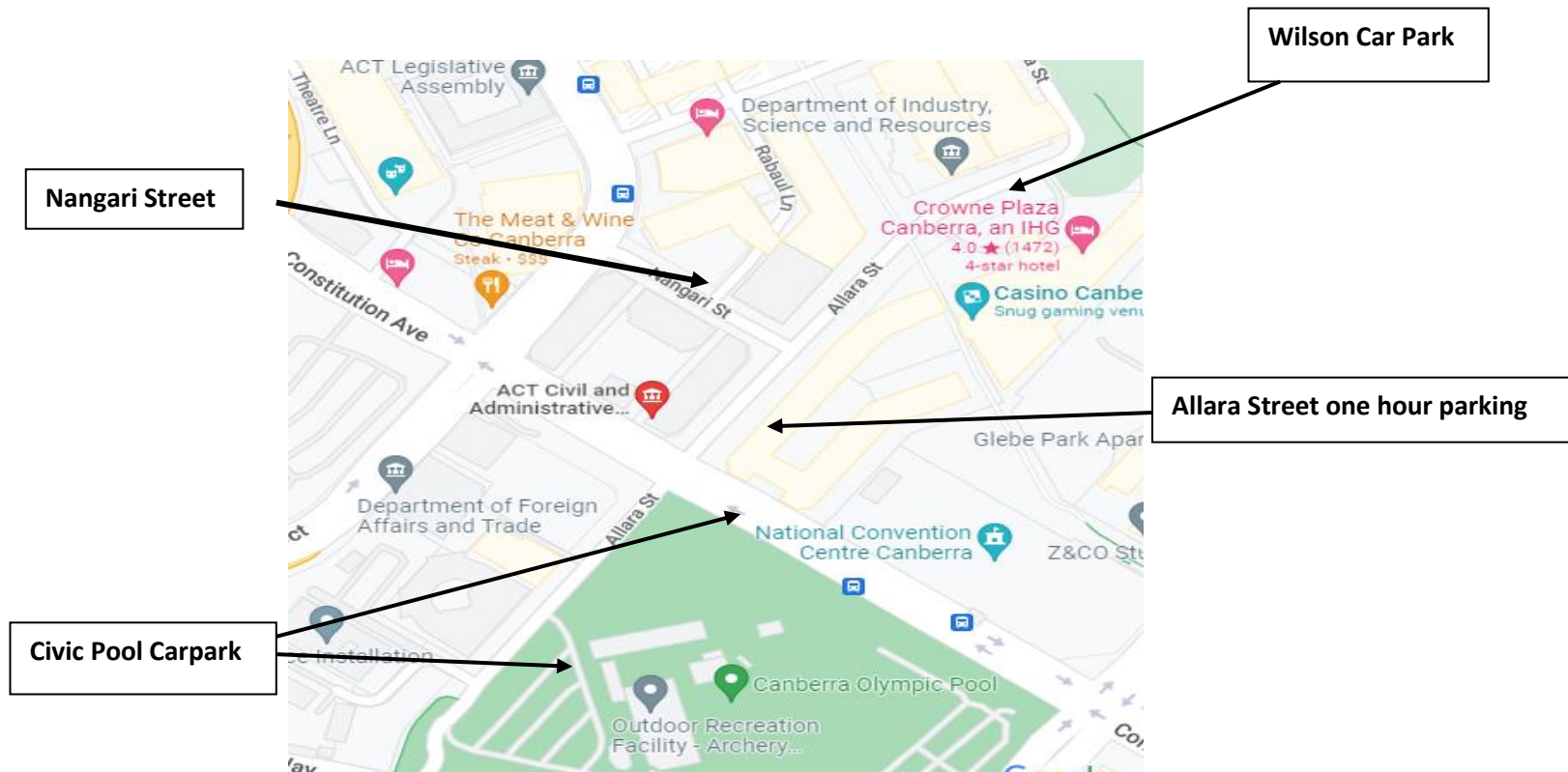
It is 60 metres from the bus stop.



Map data © 2022 Google

If I am coming by car, there is parking near ACAT including

- Accessible parking in Nangari Street
- Wilson underground paid parking at 33 Allara Street
- Outdoor paid parking at Civic Pool
- One-hour paid parking in Allara Street

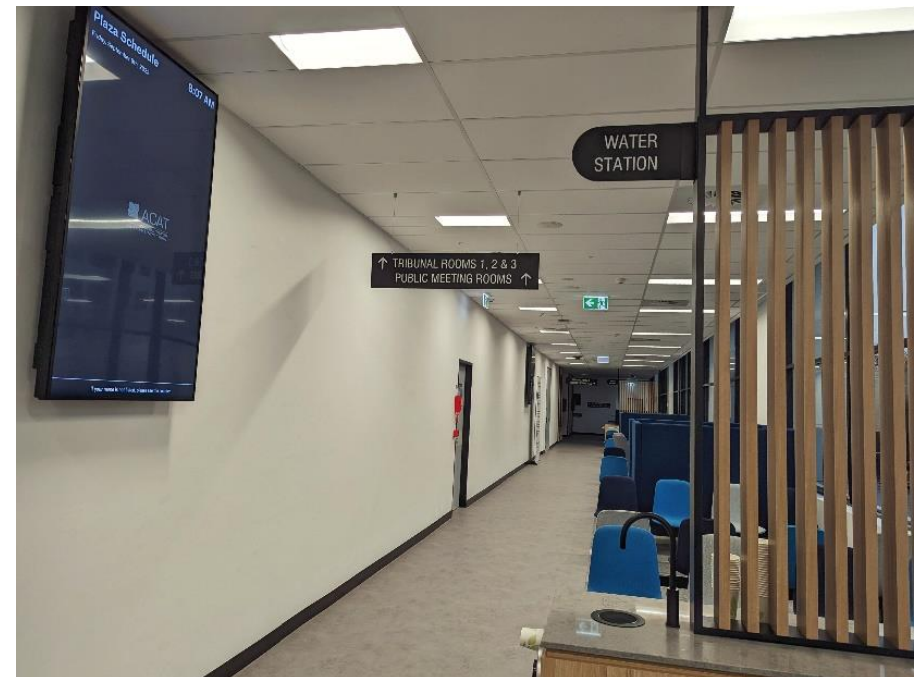


Map data © 2022 Google

It can be hard to find a parking space near ACAT.

If I come by car, I need to add extra time to my trip.

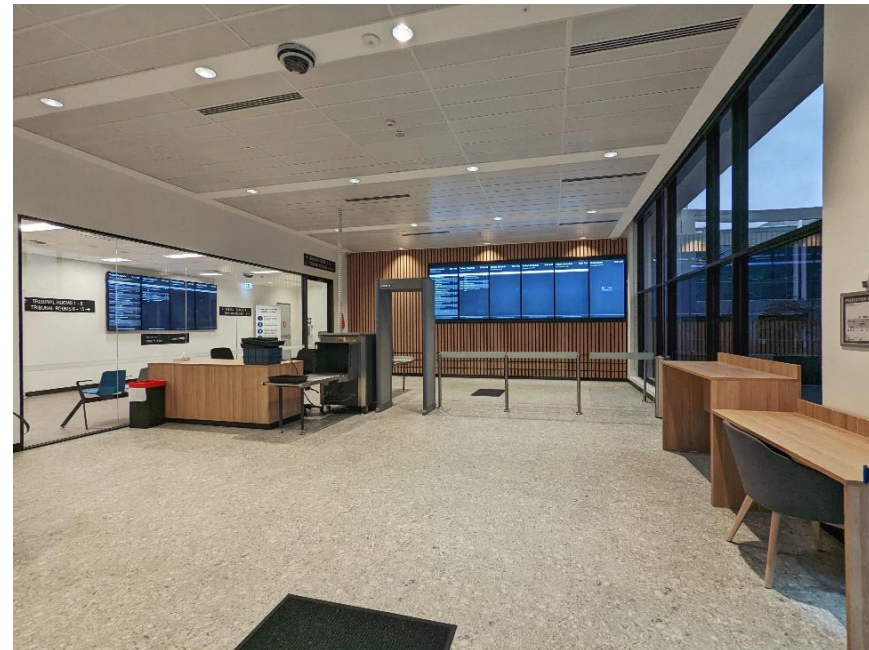
The extra time will help me to find a parking space, pay and put the ticket in my window if I need to. If I am early, I can wait at ACAT.



I will go through a revolving door at the front of ACAT. Then I will go through security.



ACAT front door



Security screening

ACAT follows the Covid-19 guidelines from ACT Health.

Masks are recommended. This means I can wear a mask if I choose to.

When I enter the ACAT building, I can get a mask and sanitise my hands.

There is lots of space at ACAT, so I can social distance if I want to.



There are two levels at ACAT. The entrance and security screening are on the ground floor.

There is a board that tells me what time and where my hearing is.



I will then wait in the waiting area.

I can bring something with me to help make waiting easier if I want to, for example my iPad, or another quiet activity I can do while I am waiting.

There are bathrooms at ACAT on the ground floor and first floor.

I can have my own food and drink while I am waiting. There are water stations at ACAT with paper cups.

The Member will call out my name when it is my turn.



[Directions Hearing – delete this section if not applicable] I am going to a Directions Hearing. We will talk about what each person has to do before the next meeting. The Member will tell me what I need to do before the next meeting. I can ask for clarification if I need.

[Conference OR Mediation – delete this section if not applicable] I am going to a **[Conference/Mediation]**. ACAT will try to help me and the other side agree on a solution to my matter. I can ask for clarification if I need.

[Final Hearing – delete this section if not applicable] I am going to a Final Hearing. ACAT will decide what will happen to my case. I can ask for clarification if I need.



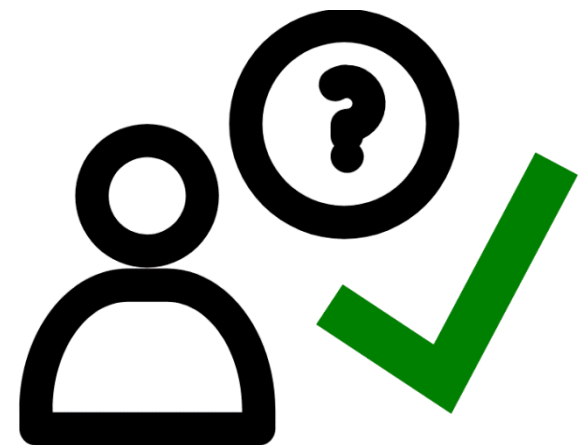
[Directions Hearing OR Final Hearing – delete this page if not applicable]

We will take turns to tell our stories.

I need to listen to the other side without interrupting.

The Member will ask us both questions. It's okay if I don't know the answer.

I can ask if I don't understand something.



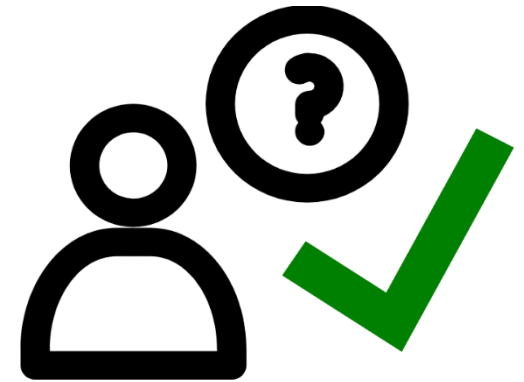
[Conference OR Mediation – delete this page if not applicable]

[Conferences/Mediations] are private, and are not recorded.

We will take turns to tell our stories.

I need to listen to the other side without interrupting.

The Member will ask us both questions. It's okay if I don't know the answer.



[Directions Hearing OR Final Hearing – delete this page if not applicable]

At the end of the meeting, the Member may

- Say what their decision is
- Send me or my lawyer the decision later in writing

The Member will tell me when they think the decision will be sent.

If I think ACAT made a mistake I can ask ACAT to look at it again.

It is a good idea to speak to a lawyer if I want ACAT to change the decision.

A sample form from the Australian Capital Territory Civil and Administrative Tribunal. The form includes fields for Applicant, Respondent, Tribunal, and Date of Order. It also has a section for the ORDER, which is currently blank.

[Conference OR Mediation – delete this page if not applicable]

We might reach an agreement. Or we might not reach an agreement.

If we agree on a solution, ACAT will write down the solution.

My lawyer or I will be sent a copy.

If we don't agree, we can still have a hearing in front of a Member.

The hearing will happen on another day. I will come back to ACAT for it.



IN THE AUSTRALIAN CAPITAL TERRITORY
CIVIL AND ADMINISTRATIVE TRIBUNAL

Applicant
Respondent

Tribunal:
Date of Order:

ORDER

1.
2.
3.

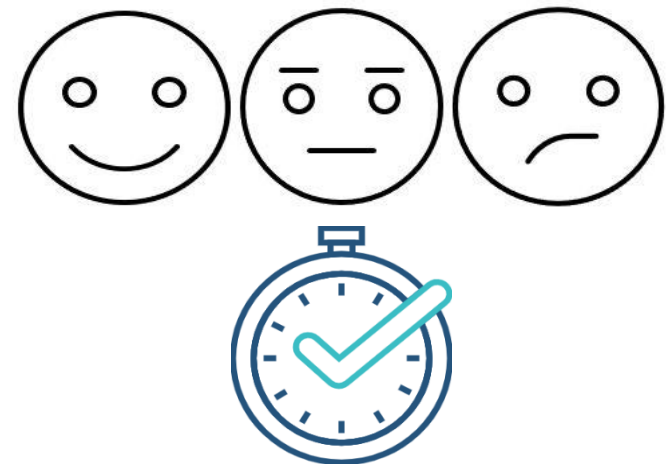
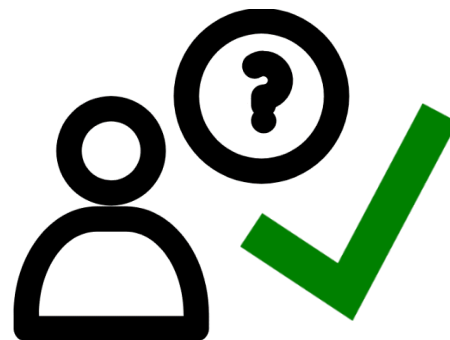


During my hearing I can take notes to help me remember

- my questions while I wait for my turn to speak
- what was decided at my hearing

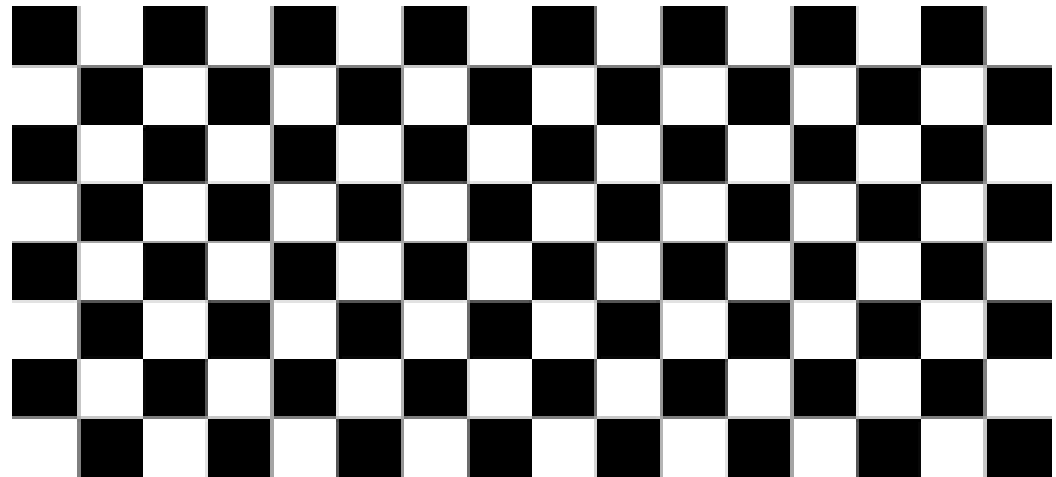
If I don't understand or I don't agree, I can ask to speak to a lawyer.

It's okay if I need extra time to understand and process the information. I can ask for more time if I need to.

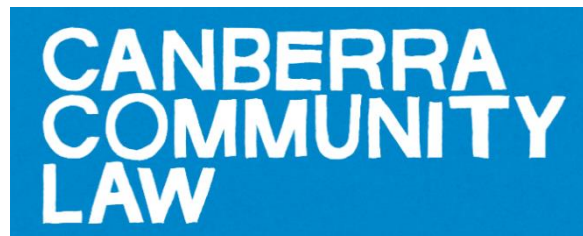


My lawyer or ACAT will tell me if there is anything else I need to do.

Finished!



For more social scripts visit <https://www.canberracommunitylaw.org.au/social-scripts> or scan the QR Code below.



Phone: (02) 6218 7900 | **Email:** info@canberracommunitylaw.org.au

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(Accessible entrance via the Environmental Defender's Office)

Website: www.canberracommunitylaw.org.au

Canberra Community Law acknowledges the Traditional Custodians of the land on which we work in the ACT and surrounding region and pay our respect to the Ngunnawal elders past, present and future for they hold the stories, traditions, and the cultures of their people. We are grateful that we share this land and express our sorrow for the costs of this sharing to Australia's First Peoples. We will continue to acknowledge the legacy of our history and strive in our goals to empower our community through social justice. We hope that our efforts will contribute to a realisation of equity, justice and partnership with Traditional Custodians of this land.

We Acknowledge Wiradjuri artist Leanne Pope for use of her artwork 'Fresh life after rain' 2017 for our identifier, marketing and promotional materials.



Supported by



This is an ACT Government funded initiative. We thank the ACT Office for Disability for their support.

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