



The NSW Civil and Administrative Tribunal (NCAT) provides online lodgement for the following Consumer and Commercial Division matters—tenancy, social housing, consumer claims, motor vehicles, residential communities and home building.

Organisations such as real estate agents, property managers, advocacy services and other that regularly apply to NCAT about these matters can register to become an NCAT Online Frequent User Administrator to manage their own online lodgement account.

## Benefits of registering as an NCAT Online Frequent User

Becoming an NCAT Online Frequent User gives you access to additional benefits when using the online logment service to help you save time:

- Control your own account by adding and modifying details at any time
- Opt-in to have the notice of hearing and other NCAT generated correspondence emailed to you
- Less typing with prefilled organisation details
- Lodge up to 6 applications at one time
- Monitor and report on the progress of your applications.

## Common questions

### How do I apply to become an NCAT Online Frequent User?

Complete and sign the attached *NCAT Online Frequent User Administrator Agreement* form and send marked to NCAT Tribunal Systems by **Fax: (02) 9307 6888** or **Email: [ncathelpdesk@ncat.nsw.gov.au](mailto:ncathelpdesk@ncat.nsw.gov.au)**. The form must be completed by the agency principal or other authorised person.

Your frequent user account will be set up within 2 working days. You will receive a temporary administrator password and written instructions. To start lodging online, create individual user accounts for yourself and other staff members.

Note: Administrators cannot lodge applications using their administrator account details. If the Administrator wishes to lodge applications online, they must create an individual user account for themselves.

### What can online lodgement do for me?

You can lodge an application over the internet at your convenience, at any time of the day, during the week or the weekend. Where possible when you lodge online the system will auto list your application and provide an online hearing notice within a few moments of you lodging the application. You will also receive a file number for your matter whilst online.

### How much does it cost to lodge online?

There is no additional cost for lodging online. Registration to become an NCAT Online Frequent User is free.

### Who can I contact for more information?

For more information about becoming an NCAT Online Frequent User, please contact the NCAT Helpdesk on **Freecall: 1300 305 215** or **Email: [ncathelpdesk@ncat.nsw.gov.au](mailto:ncathelpdesk@ncat.nsw.gov.au)**.

## NCAT Online Frequent User Agreement

Thank you for applying to become an NCAT Online Frequent User with the NSW Civil and Administrative Tribunal (NCAT) online lodgement service.

### Benefits of registering as an NCAT Online Frequent User

Each agency may only have one NCAT Online Frequent User Administrator. It is recommended the Licensee, Senior Manager or Office Coordinator of the organisation perform the role of the Administrator for reasons of continuity and accountability, but you may otherwise delegate this role to a Manager or other staff member. The administrator assumes responsibility for authorising other members of staff to use the NCAT Online lodgement service by arranging their individual username and passwords. The Administrator has the authority to add a new 'Frequent User' when a new staff member is required to access the NCAT Online lodgement service; inactivate a user from the website when a staff member leaves or assumes other duties within the agency; update agency/organisation address and contact details; and update secure credit card details for payment of applications.

### Accessing the online lodgement service

Please read this document thoroughly before signing the Agreement. Complete, sign and return this Agreement to NCAT. You should retain a copy of the form for your records. On receipt of the Agreement, NCAT will register your organisation and contact the nominated Administrator by email or telephone to provide the username and temporary password required to login to the online lodgement system. You will be responsible for maintaining the confidentiality of your password. You are solely responsible for all usage or activity on your account including, but not limited to, the account by any person who uses your username and password or any user account created by the Administrator account.

### If you are a Real Estate Agency

The Licensee must sign this Agreement on behalf of the agency. If the Licensee decides to delegate the security responsibility of Administrator to a senior staff member, the person who will be undertaking this role must also sign the Agreement.

### User Agreement

By signing this Agreement, I notify NCAT that:

1. I have read and understood the above information, and agree to maintain secure access to my agency details through the NCAT Online lodgement service.
2. I agree to manage the access authority levels of my organisation's staff accordingly and to immediately revoke the access to the online lodgement service of any users who:
  - a) Leave the agency / organisation
  - b) Who assume other duties within my agency / organisation which do not require lodgement of NCAT Online applications
  - c) I have reason to believe are acting irresponsibly
  - d) For any other appropriate reasons.
3. I understand unauthorised use of the NCAT Online lodgement system or any data contained within is subject to prosecution under Commonwealth or State legislation.

<b>User Name:</b> Max. 10 characters e.g. USERNAME	<input type="text"/>
<b>Organisation Name:</b>	<input type="text"/>
<b>ACN:</b>	<input type="text"/>
<b>Contact Name:</b>	<input type="text"/>
<b>Phone Number:</b>	<input type="text"/>
<b>Email address:</b>	<input type="text"/>
<b>Postal address:</b>	<input type="text"/>
<b>Agent RBB Code:</b> Real Estate Agents only	<input type="text"/>
<b>Signature:</b> (e.g. Licensee, Principal, Manager)	<input type="text"/>
<b>Signature of Delegated Person:</b> if applicable	<input type="text"/>

Send the completed and signed form to NSW Civil and Administrative Tribunal, Att: Tribunal Systems  
Post: PO Box K1026 Haymarket 2000 | Fax: (02) 9307 6888 | Email: [ncathelpdesk@ncat.nsw.gov.au](mailto:ncathelpdesk@ncat.nsw.gov.au)