

NSW CIVIL AND ADMINISTRATIVE TRIBUNAL

Short Course for Professionals in the Community Housing Sector

NSW Civil and Administrative Tribunal (NCAT)

Overview

Community housing organisations have a responsibility to ensure tenancy issues are managed well and that attempts to resolve issues are made in a timely manner. This is important as early intervention sustains tenancies and avoids issues impacting on their safety and wellbeing and the surrounding tenants or neighbouring residents. When attempts to resolve issues fail, social housing providers can choose to exercise their rights as landlords to take more formal tenancy actions in line with the NSW Residential Tenancies Act 2010.

With two pathways on offer for course completion, they will equip you with essential knowledge and understanding of the workings and processes of the NSW Civil and Administrative Tribunal (NCAT).

1. Non-Accredited Statement of Completion

NCAT Induction

- Participate and access all unit modules through the Moodle online learning management system.
- Complete the quiz at the conclusion of modules with at least 90% pass rate.
- Attend three Zoom online training sessions.

2. Accredited Statement of Attainment

CHCADV004 Represent the Organisation in a Court or Tribunal

- Participate and access all unit modules through the Moodle online learning management system.
- Complete the quiz at the conclusion of modules with at least 90% pass rate as Assessment Task 1.
- Attend four Zoom online training sessions.
- Prepare and represent a case to the Tribunal as part of Assessment Task 2 during Zoom sessions three and four.

Key Facts

| Dates

Non-accredited:

19 & 26 April, 3 May 2022

Accredited:

19 & 26 April, 3 & 10 May 2022
21 & 28 June, 5 & 12 July 2022

| Duration

Non-accredited:

3 half days 9:00am - 12:30pm

Accredited:

3 half days 9:00am - 12:30pm
+ half hour presentation

| Cost

\$350 non-accredited

\$400 accredited

| Delivery Method

Online via Zoom

| Class Size

15 participants

Group bookings by enquiry

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Learning Outcomes

- Gain fundamental skills in navigating NCAT procedures (as an applicant or a respondent), including record management and case preparation.
- Understand core documentation required to present cases at the Tribunal.
- Explore tools, resources, and best practice tips to sustain tenancies and promote better outcomes at the Tribunal.
- Understand, prepare, and present a case to the Tribunal to secure a tenancy order through a simulated mock hearing to support practical representation skills (for accredited participants only).
- Provide opportunities to network, workshop and collaborate with industry peers and experienced trainers and assessors.

Who Should Attend

- Frontline housing/tenancy workers and their managers involved in NCAT.
- Any housing or support workers looking for professional development (by attending NCAT or supporting clients going through NCAT procedures).
- Housing staff who need to understand the Residential Tenancy Agreement (RTA) and workings of NCAT.

Delivery Method

The course is delivered via Zoom sessions where you will network with others, workshop examples of cases and ask questions. A further session is available for participants who want to gain the accredited unit of competency (CHCADV004 Represent the Organisation in a Court or Tribunal) and gain direct experience in preparation and representation of tenancy cases at Tribunal through a practical simulated hearing.