

ACT Civil and Administrative Tribunal

Practice Note 1 of 2025

Communicating with the tribunal

The ACT Civil and Administrative Tribunal makes the following practice note under the *ACT Civil and Administrative Tribunal Procedures Rules 2024*.

Registrar K Carter

14 October 2025

Introduction

1. This practice note is made under rule 7 of the *ACT Civil and Administrative Tribunal Procedures Rules 2024* (the Rules).
2. This practice note sets out the requirements for communicating with the tribunal, including members and registry staff.

Lodged documents

3. Rule 11 of the Rules requires that a document lodged at or sent to the tribunal must state –
 - a. the tribunal's file number (if allocated); and
 - b. the name or suppression alias of the party lodging or sending the document; and
 - c. if a document cannot comply with (a) or (b), a covering note with the document explaining why the document does not comply.
4. Examples of documents that are lodged at the tribunal include witness statements, evidence and submissions.
5. Unless legislation, the Rules or the directions in a particular matter provide otherwise, a party must give lodged documents to each other party to the proceeding.

Other correspondence

6. Parties may also correspond with the registry in a matter. For example, they may ask the registry a procedural question via email.
7. A party who sends correspondence to the registry should ensure only information that is necessary and relevant about matters or other issues before the tribunal is given to the tribunal.
8. A person must not send to the tribunal information and documents about confidential negotiations between the parties.
9. Unless legislation, the Rules or the directions in a particular matter provide otherwise, a party must give a copy of any correspondence which is sent to the tribunal to each other party to the proceeding.

Exceptions

10. In relation to paragraphs 5 and 9 above, you do *not* need to give lodged documents or correspondence to each other party when:
 - a. It relates to a matter in one of the following tribunal jurisdictions:
 - i. energy and water complaints (excluding hardship)
 - ii. guardianship and management of property (if you are the protected person)
 - iii. mental health; or
 - b. It is an application for an order under the Act, section 39 (Hearings in private or partly in private) which has not been decided; or
 - c. It is material required to be kept confidential under the Act, Rules or a territory law; or
 - d. a tribunal directs that a person does not need to comply with this practice note, or makes an order under section 39 of the ACAT Act or another law.

Respectful, courteous and reasonable communication

11. All communication with the tribunal should be respectful and courteous, including both written and verbal communication.
12. Communication with the tribunal registry must be reasonable. Examples of *unreasonable* communication include:
 - a. Correspondence or contact which involves excessive or persistent repetition of an issue, or inappropriate demands or expectations.
 - b. Correspondence or contact which is vexatious.
 - c. Correspondence or contact which is abusive, menacing, offensive, harassing or intimidating.
 - d. Correspondence that may contain links (including to websites or document sharing services) to explicit or suspicious material or documents.

- e. Correspondence or contact that may constitute personal violence pursuant to the *Personal Violence Act 2016*.

Communication guidelines

- 13. The tribunal may direct that certain communication processes be followed by parties in a proceeding.
- 14. Written communication guidelines or requirements may be issued in a particular proceeding or for particular parties.

No communication with tribunal Members

- 15. A party or their representative must not contact or attempt to contact a member directly about a proceeding otherwise than at a scheduled conference, mediation or hearing at any time before the conclusion of the proceeding before the member. This includes communicating or attempting to communicate in person, by telephone, by email, by social media or any other way.

Communication after a decision is reserved

- 16. If a decision in a proceeding is reserved, a party must not send to or lodge with the tribunal any further information or evidence relating to the proceeding after the decision has been reserved, unless the tribunal has made an order permitting a party to do so.

Non-compliance

- 17. If a person has not complied with this practice note, the tribunal or registrar may –
 - a. not read, take any action in response to, process or consider the contents of the document or correspondence; or
 - b. return the document or correspondence to the sender; or
 - c. give the document or correspondence to each other party; or
 - d. not place the document or correspondence on the file; or

- e. place communication guidelines or requirements around the use of tribunal services; or
- f. report the behaviour and/or correspondence to an appropriate authority; or
- g. take any other action considered appropriate.

Amendment history

3 February 2020	<i>Practice Note Number 1 of 2020 Communicating with the tribunal</i> made.
28 April 2022	<i>Practice Note Number 1 of 2020 Communicating with the tribunal</i> was repealed and replaced by <i>Practice Note 1 of 2022 Communicating with the tribunal</i> .
14 October 2025	<i>Practice Note 1 of 2022 Communicating with the tribunal</i> was repealed and replaced by <i>Practice Note 1 of 2025 Communicating with the tribunal</i> .
1 April 2026	Clause 10(a)(ii) amended by insertion of "(if you are the protected person)".