

1. Purpose

- 1.1 This factsheet outlines how to communicate with the ACAT registry staff, particularly when you have an enquiry about your case.
- 1.2 Registry staff carry out administrative functions to support the ACAT, such as answering procedural enquiries and processing case documents.
- 1.3 In all dealings with the ACAT, you are expected to communicate with registry staff in a courteous and respectful manner. Rude, aggressive or other disrespectful behaviour directed towards registry staff will not be tolerated.

2. ACAT website

- 2.1 Prior to contacting the ACAT registry with an enquiry, you should check the ACAT website for the information that you require: www.acat.act.gov.au.

3. How to make an enquiry

- 3.1 You may have a question you need to ask the registry staff about your matter. For example, you may need to confirm a hearing date, locate an ACAT form or get information about the fee you will need to pay.
- 3.2 You can communicate with ACAT registry staff about your case by telephone, email, or in person. Further information about how to contact the ACAT can be found at https://www.acat.act.gov.au/about_acat/contact_us.
- 3.3 So that the registry staff can respond to your enquiry quickly, please:
 - (a) provide the number of the case and the names of the parties e.g. XD 001/2018 Smith v Jones;
 - (b) explain your question clearly;
 - (c) ensure that enquiries are made in a timely manner with as much notice as possible i.e. don't leave it to the day before your case is scheduled for hearing to tell the ACAT about an issue that may cause delays;
 - (d) clearly identify any document being referred to;
 - (e) make sure your documents and ACAT form/s are clear, legible and complete;
 - (f) remember that if you are requesting an extension of time to provide evidence or documents in your case, you must provide reasons and seek the view of the other party or parties before making your request to the ACAT;
 - (g) remember that if you are requesting a change to the date you need to be at the ACAT (e.g. a hearing or conference date), you must provide reasons and seek the view of the other party or parties before making your request to the ACAT;

4. Different types of communication with the ACAT registry staff

4.1 Email communication

- (a) Registry staff aim to respond to your email enquiry within 3 business days. Please do not re-send your email within the three day period if you have not received a response.
- (b) The subject line of the email must contain the case number and case name. You may also choose to include the listing details (if applicable) e.g. RT 0123/2018 Smith v Jones – Conference 01/04/2018.
- (c) When you send a copy of any email and attachments to the ACAT, they must be sent to each other party to the application, unless there are suppression orders in place.

4.2 Telephone enquiries

- (a) Missed calls: The registry staff will not respond to a missed call.
- (b) Voicemail: Where registry staff are attending to other telephone enquiries, you may leave a voice mail requesting a call back. When leaving a message, please provide the case file number (if there is one) and brief details about your enquiry. A registry staff member can then access the relevant information prior to returning your call.

4.3 Urgent enquiries

- (a) If you have an urgent enquiry because of an unforeseen circumstance, an email sent to the ACAT must include the word **URGENT** in the subject line. You will need to explain why your enquiry is urgent.
- (b) Alternatively, please contact the ACAT registry staff by telephone on (02) 620 71740 to discuss any urgent issues. If you leave a voicemail, please tell the ACAT if it is an urgent enquiry and explain what makes it urgent.

5. Orders or guidelines about communication

- 5.1 If you are a party in a case at the ACAT, you will often receive directions. These are ACAT orders that tell you what you need to do to prepare. If you need to provide evidence, the directions will specify who you need to provide it to. It is usually the ACAT and the other party or parties in the case, unless there are suppression orders in place.
- 5.2 In some proceedings, specific orders or guidelines about communication with the ACAT will be put in place.
- 5.3 Parties to ACAT cases are expected to comply with any orders or guidelines that are made.

6. Enquiries that the registry staff cannot assist with

6.1 There are some enquiries registry staff cannot assist with. For example, the registry staff *cannot*:

- (a) provide legal advice or opinion or recommend particular solicitors or private legal firms;
or
- (b) research your matter for you or tell you what evidence you need to support your case;
or
- (c) advise what the outcome or decision will be in relation to your matter.