



NCAT
NSW Civil &
Administrative
Tribunal



How To: Start a New Case

Quick Reference Guide

Start a New Case

Start New Case

1. From the dashboard, select **Start new case**

The screenshot shows the NCAT Online Services dashboard. At the top, there is a navigation bar with the NCAT logo and the text 'NCAT Online Services NSW Civil and Administrative Tribunal'. Below this is a menu with 'My cases', 'Manage forms', 'New case', and 'Help'. The main heading is 'Welcome to NCAT Online Services'. Below this, there is a sub-heading 'From here you can access case management services including starting a new case, viewing your case information, and filing secondary forms against your cases.' There are five main service tiles: 'Start new case', 'My cases', 'Manage forms', 'Link a case', and 'Need help?'. The 'Start new case' tile is highlighted with a red box and a red circle containing the number 1.

2. Either:
 - a. Search for a form
 - b. Select a form

The screenshot shows the 'Start a new case' page. At the top, there is a navigation bar with the NCAT logo and the text 'NCAT Online Services NSW Civil and Administrative Tribunal'. Below this is a menu with 'My cases', 'Manage forms', 'New case', and 'Help'. The main heading is 'Start a new case'. Below this, there is a sub-heading 'Search available application forms'. There is a search bar with a magnifying glass icon and a red circle containing the number 2a. Below the search bar, there is a message: 'Need to file a secondary form to an existing case? Please go to My cases to submit it under your case.' Below this, there is a section titled 'Online forms' with a list of application forms. The first item, 'Agent commissions and fees or conveyancing costs application', is highlighted with a red box and a red circle containing the number 2b. Below the list, there is a section titled 'Can't find your application form?' with two buttons: 'Go to case types' and 'View list of all forms'.

Start a New Case

Start New Case (cont')

NOTE: In this example we will select **Tenancy or social housing application**. The steps are similar for all types of forms

3. Click **Start Application**

The screenshot shows the top navigation bar of the NCAT Online Services website. Below the navigation bar, the main heading is "Tenancy or social housing application". A sub-heading explains that NCAT is the main forum for resolving tenancy disputes. A prominent red button labeled "Start Application" is highlighted with a red box and a red circle containing the number "3". To the right of the button is a link that says "if you need to know".

Add Application Details

Application Details

4. Complete the fields as required

IMPORTANT:

- Fields marked with a red * are required
- Additional fields may be displayed depending on the answers selected

5. Click **Save and next**

The screenshot shows the "Application Details" form in the NCAT Online Services system. The form is titled "Application Details" and is part of a 5-section process. The "Application Details" section is highlighted with a red box and a red circle containing the number "4". The form includes several required fields marked with an asterisk (*): "Tenancy type" (with radio buttons for "Private Tenancy" and "Social Housing Tenancy"), "Termination" (with radio buttons for "Yes" and "No"), "Rental bond" (with radio buttons for "Yes" and "No"), and "Place of dispute" (with a "Search address" text box). A "Back" button is located at the bottom left, and a "Save and next" button is at the bottom right, highlighted with a red box and a red circle containing the number "5". A "Form sections" sidebar on the right lists the sections: "Application Details", "Applicant(s)", "Respondent(s)", "Orders and reasons", and "Review".

Start a New Case

Add Applicant Details

Applicant Details

6. Complete the fields as required
7. Click **Save and next**

NCAT Online Services
NSW Civil and Administrative Tribunal

My cases Manage forms New case Help

Home > New case > Tenancy or social housing application

Section 2 of 5

Applicant(s)

Applicant details

Form sections

- Application Details
- Applicant(s)
- Respondent(s)
- Orders and reasons
- Review

Applicant Role *

Select

My details

Name Sandra Santos
Email anubhav.sharma@justice.nsw.gov.au

You can update your details under [Manage my profile](#).

Notification by email
By lodging this application online, you are consenting to all applicants receiving notices, correspondence and other information by email from NCAT.

Home/Work Phone Mobile

Postal Address *

[Enter details manually](#)

Indigenous status *

No
 Yes, Aboriginal
 Yes, Torres Strait Islander
 Yes, both Aboriginal and Torres Strait Islander

Answering this question is voluntary. NCAT will use this for data collection purposes to improve services for Aboriginal and Torres Strait Islander people. NCAT will not disclose this information without your consent unless authorised by law.

Support needs

Your request for support needs will not be sent to the Respondent.

Do you need any support to participate in the hearings? *

Yes
 No

Back Save and next

8. Either:
 - a. To add another applicant, click **Add new applicant**
 - b. To continue, go to next step

Start a New Case

Add Applicant Details (cont')

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My cases Manage forms New case Help

Home > New case > Tenancy or social housing application

Section 2 of 5

Applicant(s)

Applicant details

Role	Tenant	Edit
First name	Sandra	
Last name	Santos	
Email	anubhav.sharma@justice.nsw.gov.au	
Mobile number	0403226766	
Postal address	20 ROYAL GEORGE DR, HARRINGTON PARK NSW 2567	
Indigenous status	No	

[Add new applicant](#) **8a**

[Back](#) [Save and Next](#) **8b**

Form sections

- Application Details
- Applicant(s)**
- Respondent(s)
- Orders and reasons
- Review

Add Respondent Details

Respondent Details

9. Complete the fields as required

IMPORTANT:

- Fields marked with a red * are required
- Additional fields may be displayed depending on the answers selected

10. Click **Save and next**

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Section 3 of 5

Respondent(s)

Respondent details

Respondent Role *

Select

Entity Type *

Which of the options best describes the respondent?

Individual

Organisation

[Back](#) [Save and next](#) **10**

Form sections

- Application Details
- Applicant(s)
- Respondent(s)**
- Orders and reasons
- Review

Start a New Case

Add Respondent Details (cont')

11. Either:
 - a. To add another applicant, click **Add new respondent**
 - b. To continue, go to next step

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My cases Manage forms New case Help

Home > New case > Tenancy or social housing application

Section 3 of 5

Respondent(s)

Respondent details

Role	Landlord	Edit
First name	John	
Last name	Smith	
Organisation name	Ray White Real Estate	
Trading as	Ray White Real Estate	
ABN	11003936409	
Email	tammy.pena@justice.nsw.gov.au	
Postal address	Level 16 200 Goulburn ST SYDNEY NSW 2000	

[Add new respondent](#) **11a**

[Back](#)

[Save and Next](#) **11b**

Add Orders and Reasons

Orders and reasons

12. Select a value from the **Select the main order you are asking NCAT to make** field

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My cases Manage forms New case Help

Home > New case > Tenancy or social housing application

Section 4 of 5

Orders and reasons

Orders and reasons

You can either type your orders and reasons in the free text box or [upload](#) documents.

[Orders and reasons](#)

Review

Orders

Select the main order you are asking NCAT to make *

Select

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Start a New Case

Add Orders and Reasons (cont')

13. Either:
 - a. Complete the **What orders are you asking NCAT to make?** field
 - b. Upload the reasons, go to next step

What orders are you asking NCAT to make? *

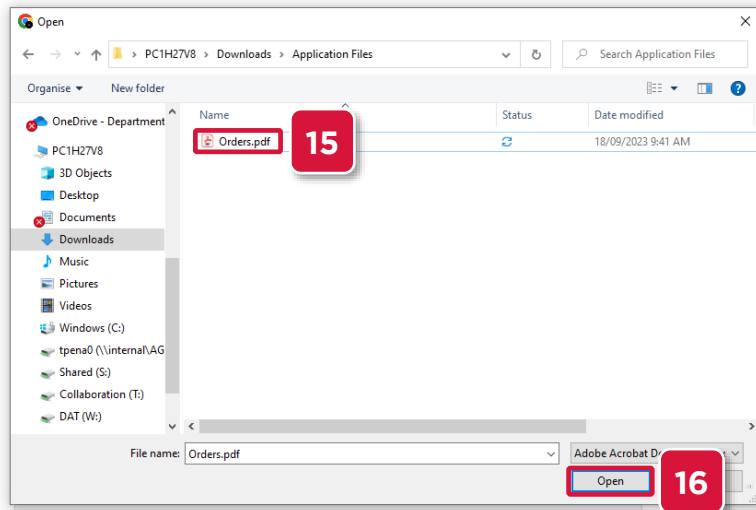
2000 Characters

Attach Order documents

Drag and Drop here or [browse files](#)

You can upload one PDF document of up to 5MB.

14. Click **browse files**
15. Search for and select the file
16. Click **Open**



17. Scroll down to the **Reasons** section

Start a New Case

Add Orders and Reasons (cont')

18. Either:
 - a. Complete the reason field
 - b. Upload the reasons, go to next step

Reasons

What are the reasons you say NCAT should make the orders you are asking for? *

2000 Characters

Attach Reasons documents

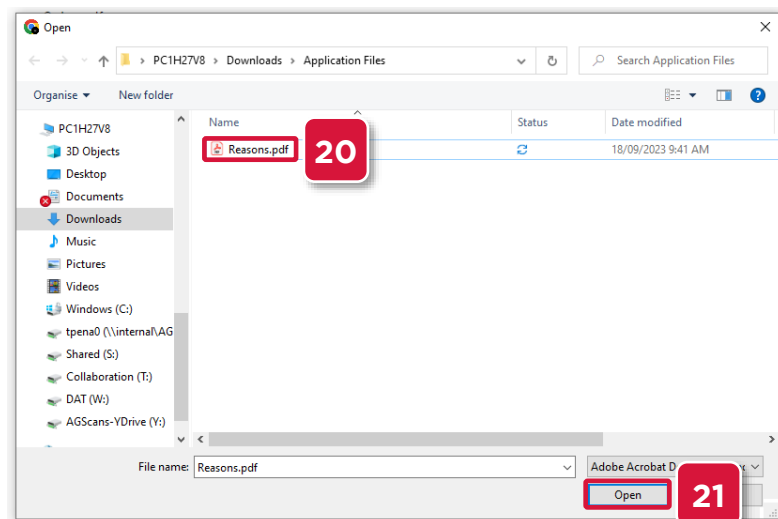
📁 Drag and Drop here or browse files 19

18b

📘 You can upload one PDF document of up to 5MB.

BackSave and next

19. Click **browse files**
20. Search for and select the file
21. Click **Open**



Start a New Case

Add Orders and Reasons (cont')

22. Click **Save and next**

Attach Order documents

Orders.pdf

 Remove

Reasons

What are the reasons you say NCAT should make the orders you are asking for? *

See attached

2000 Characters

Attach Reasons documents

Reasons.pdf

 Remove

Back

Save and next

22

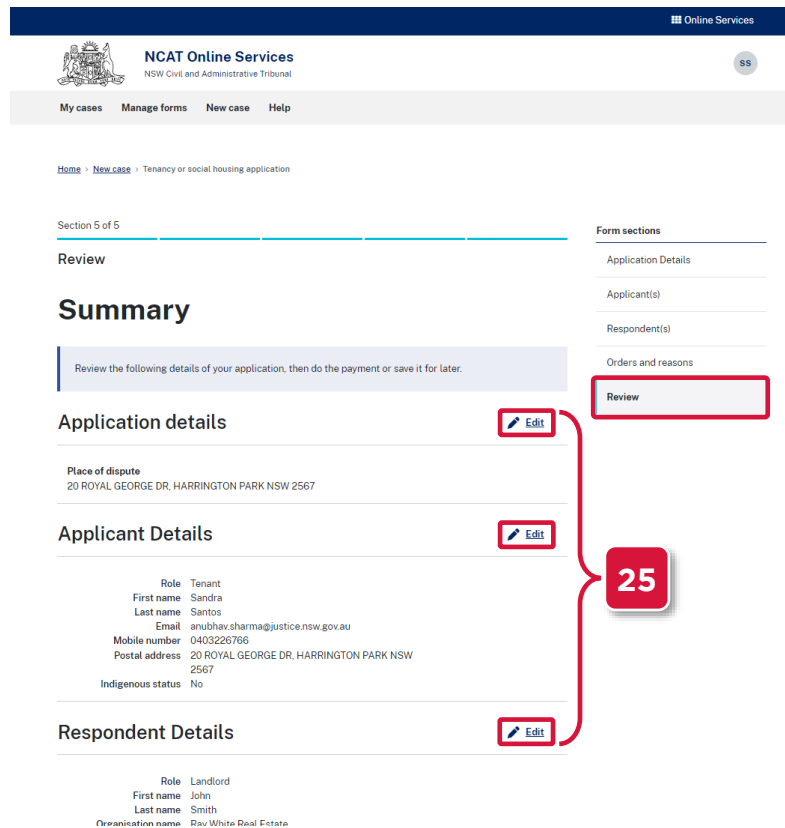
Submit Application

Summary

23. The **Summary** page displays

24. Review the information

25. Select the **Edit** links to make any updates



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My cases Manage forms New case Help

Home > New case > Tenancy or social housing application

Section 5 of 5

Review

Summary

Review the following details of your application, then do the payment or save it for later.

Application details

Place of dispute
20 ROYAL GEORGE DR, HARRINGTON PARK NSW 2567

Applicant Details

Role	Tenant
First name	Sandra
Last name	Santos
Email	anubhav.sharma@justice.nsw.gov.au
Mobile number	0403226766
Postal address	20 ROYAL GEORGE DR, HARRINGTON PARK NSW 2567
Indigenous status	No

Respondent Details

Role	Landlord
First name	John
Last name	Smith
Organisation name	Raw White Real Estate

Form sections

- Application Details
- Applicant(s)
- Respondent(s)
- Orders and reasons
- Review

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Start a New Case

Submit Application (cont')

26. Scroll down to the **Acknowledgement** section
27. Select the checkboxes
28. Click **Submit**

Acknowledgement

- 27 I acknowledge that I am the Applicant or the Applicant's representative. *
- I agree to the NSW Online Registry's [T&Cs](#) *

Back

Submit

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Pay for Application

Ready to pay

29. Select the checkbox for the form to pay
30. Click **Next**

NCAT Online Services
NSW Civil and Administrative Tribunal

My cases Manage forms New case Help

Home > Manage Forms > Ready to pay

Ready to pay

You can pay for your completed forms here.

Please select the forms you are ready to pay via the checkbox.

<input type="checkbox"/>	Application	Last updated	Fee	Action
<input type="checkbox"/>	Tenancy or social housing application Sandra Santos vs Jack Jones	20/09/2023	\$54	Delete

For information about NCAT fees please visit the [Fees at NCAT](#) page.

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Next

30

31. Select the card to pay with

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My cases Manage forms New case Help

Home > Manage Forms > Ready to pay

Confirm and pay

Select payment option

Registered card ending in...242 ^{NSW}

Pay with a different card

Add/Delete cards via [Manage profile](#).

Summary - 1 Application	
Subtotal	\$54
Total	\$54

Tenancy or social housing application Sandra Santos vs Jack Jones	\$54
--	------

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Start a New Case

Pay for Application (cont')

32. Select the payer name to appear on the tax invoice
33. Click **Pay**

NCAT Online Services
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My cases Manage forms New case Help

Home > Manage Forms > Ready to pay

Confirm and pay

Select payment option

Registered card ending in...242^{****}

Pay with a different card

[Add/Delete cards via Manage profile](#)

Card details

Card ending in... 242^{****}

Cardholder Self Representative

Expires 01/2030

Payer

The payer's name will appear on the tax invoice

Self Representative

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33 **Pay** Cancel

Summary - 1 Application

Subtotal	\$54
Total	\$54

Tenancy or social housing application \$54

Self Representative vs John Smith

You will receive a tax invoice at the email linked to this account. You can access invoices under [Filing history](#)

34. Payment confirmation appears

NCAT Online Services
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Home > Manage Forms > Ready to pay > Payment confirmation

Success - your payment was successful, and the application(s) have been received.

The application(s) will be processed by NCAT and you will receive a confirmation email with a tax invoice. You can also view previous transactions in [Filing history](#) and view your case list in [My Cases](#).

Payment confirmation

Transaction reference number: B20230920-3035069

Payment receipt number: REC21683972

Submitted by: Self Representative

Submitted on: 20 Sep 2023 12:19 PM

Application	Fee
Tenancy or social housing application	\$54
Self Representative vs John Smith	
Total (including GST):	\$54

35. An email confirmation with a copy of the invoice and the application is sent