

INFORMATION STATEMENT

Tenants' access to legal information & support at the NSW Civil & Administrative Tribunal

Tenants who have recently been to NCAT for a tenancy matter are invited to take part in a short survey about their access to legal information and support.

The study investigates tenants' access to free legal information and support relating to their housing prior to and/or during hearings at NCAT. We are measuring the impact of legal information and support for tenants' experience and outcome/s at NCAT, and their confidence in a fair outcome through the dispute resolution processes available to them.

MORE INFORMATION

Who is doing the study?

This research is being undertaken by the Tenants' Union NSW and University of Technology student researchers – Daniela Hauri and Annalise Stanton.

What does participation involve?

You can take part in the research simply by answering a short survey about your experience in the Tribunal after your hearing is completed. The survey will take around 10 minutes. Alternatively you are invited to complete the survey online. All survey respondents are eligible to go into a draw to win one of 2 x \$50 gift card.

Do you have to take part in research?

You do not need to take part in the research. Participation is voluntary. Your decision to take part or not take part will have no impact on your matter/dispute being heard at NCAT.

Benefits of taking part in research?

Providing us with some information about your experience at NCAT and what access you had to legal information and support will help provide a clearer picture and evidence base regarding how tenants' access to legal information and support impacts on their experience of and outcomes at NCAT; and their confidence in navigating available dispute resolution processes.

What will happen to my information?

By taking part today you are agreeing to the research team collecting and using information about your experience in the Tribunal for the research project. Any information obtained will remain confidential and will be de-identified. No information will be disclosed that can identify you or your hearing at the Tribunal.

It is anticipated that the results of this research project will be published in a Final Report. Once complete the report will be available on www.tenants.org.au. In any publication, information will be provided in such a way that you can't be identified.

More information

For more information contact
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Complaints

If you have any concerns or any problems relating to your involvement in the project contact Julie Foreman, Tenants' Union NSW
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