

INFORMATION SHEET

APPEARING REMOTELY AT NTCAT



If you are granted permission to appear remotely at NTCAT, NTCAT will facilitate this by MS Teams (preferred) or Telephone. Microsoft Teams is a web-based video-conferencing platform allowing users to connect with NTCAT with audio or video from various device options and remote locations. Hearings conducted in a virtual manner follow the same format as in person hearings.

Can I appear remotely using either Teams or Telephone?

You need to make an application to NTCAT to appear by Microsoft Teams or Telephone for your appearance. Once granted you will be provided further information. Teams is NTCAT's preferred method for connecting with party's who apply to appear remotely for their proceeding however in some circumstances you may be able to attend via telephone.

How can I appear by Teams?

If you have an internet connection, you can join the virtual hearing/conference by **laptop/computer, iPad/tablet or smartphone**. This way of connecting will offer both **audio and video**.

What if I work for the Northern Territory Government

If you work for a Northern Territory Government Department you may also have access to the **video conferencing system** that will enable you to join with audio and video.

How will I be able to access my hearing by Teams?

To facilitate your Teams appearance, you must ensure your email address is current, and you have provided NTCAT with a direct phone number at least one day prior to the listing.

The party who has been granted leave to appear via Teams will receive a Teams invitation via email with a link between 30 minutes and 1 hour prior to the hearing time.

If you have legal representation who intend to be present at this listing via Teams, you can forward NTCAT's email with the invitation link to your representative, so they too can access.

How to join a hearing using Teams

If you are joining using a device which has a camera, microphone and internet connection (laptop, computer, iPad/tablet, smartphone), you can join your hearing by selecting the 'Click here to join the meeting' link provided in the email from NTCAT, and enter the video conference ID when prompted.

How to join using a Telephone

If you have been granted a telephone appearance, NTCAT will call you on the number you have provided when your hearing commences.

See below for Important Information on appearing remotely at NTCAT

Important Information:

1. Participate from a quiet and private location.
2. Ensure you are ready at least 5-10 minutes before your hearing.
3. If joining by TEAMS - once you have joined the meeting, you will enter the 'lobby' of the Teams meeting and must wait there until NTCAT admits you into your hearing.

Please note, NTCAT can list several matters at any one given time, usually for matters that are expected to be dealt with quickly, and will hear them in sequence. In this instance, if you are not admitted to your hearing immediately, please wait in the 'lobby' and NTCAT will admit you when ready to commence your hearing.

4. If joining by telephone, please ensure you are near your telephone, as NTCAT will call you when your hearing is ready to commence.
5. Please ensure your speakers, microphone and camera are turned on during the hearing.
6. The hearing will commence and proceed as directed by the Presiding Member.

What if I intend to rely on documents in the hearing?

If you intend to present or rely upon documents in the hearing, you will need to ensure that electronic copies are provided to NTCAT and all other parties before the hearing.

Can a party object to the other appearing remotely?

Yes, the other party in the proceeding can object to the proceeding being conducted by way of video conference. If the other party does object, they must notify the Tribunal in the first instance outlining their reasons. The Presiding Member will consider the objection and notify parties of the outcome before the hearing/conference date.

Can I record the hearing?

No, you are not permitted to self-record the NTCAT hearing. NTCAT has an established recording process for all proceedings. If you wish to request a copy of the sound recording, you must complete an 'application for access to court or tribunal document or audio' form with fees applied.

Download Teams to your device

Teams is quick and easy to install and must be downloaded before your hearing. For smartphones and iPad/tablets, you must download the free app. For laptops and computers, you must download the free software. You can access and download Teams to your device by using the link which can be found [here](#).

Technical Issues

To prevent technical issues from arising, it is recommended you test your connection before the hearing to ensure equipment is working appropriately. If you lose connection during your virtual hearing, close the program and reconnect. If you continue to have connection problems, contact NTCAT immediately on 1800 604 622.

The Microsoft website provides comprehensive information and quick tips to assist with troubleshooting technical problems. You can access this link [here](#).