



SUPPORT AND RESOURCES FOR PERSONS BEFORE THE NST

ACCESS AND SUPPORT

The National Sports Tribunal (NST) aims to ensure that everyone involved in a matter before the NST (e.g. a party bringing a matter to the NST, a respondent, a representative or person supporting a party, or a witness) can participate in the process. That process may be for arbitration or alternative dispute resolution (mediation, conciliation or case appraisal).

If you require additional support, or if you believe the NST should be aware of any potential requirements for adjustment or support, please contact the NST as soon as possible. You can contact us via:

- Email: enquiries@nationalsportstribunal.gov.au
- Phone (calling from within Australia): **02 6289 3877**
- Phone (calling from overseas): **+61 2 6289 3877**

You can also arrange support by completing Schedule 1 in the Application Form and ticking 'YES' to the question "Would you like to discuss your support needs with someone from the NST?" when submitting an application to the NST. Staff from the NST Registry will contact you to discuss any specific needs or support requirements.

SUPPORT SERVICES AVAILABLE TO YOU

IF YOU ARE UNDER 18 YEARS OF AGE

We will help you to understand and feel comfortable in all dispute resolution proceedings before the NST. The NST Member managing the case will determine if and how you will participate in the case and may, for example in an arbitration, arrange for the matter to be heard as a 'closed proceeding' (where you can give evidence in private).

If you are under the age of 18 and are an applicant or other party coming to the NST:

- Section 20 of the [National Sports Tribunal \(Practice and Procedure\) Determination 2021](#) (the Determination) requires you to be represented by a lawyer or authorised representative.

Also

- Section 19(7) of the Determination allows a support person, such as a parent/guardian or carer, to accompany you in proceedings.

If you need someone to talk to, for any reason, [Kids Helpline](#) is a free and confidential online phone counselling service for young people aged 5 - 25. The service is available 24 hours a day. You can contact a qualified counsellor by calling **1800 55 1800** or click to access the Kids Helpline webpage.

IF YOU ARE UNDER A LEGAL INCAPACITY

Parties to a dispute who are under a legal incapacity must be represented by a lawyer or authorised representative (section 20 of the Determination). If you do not wish to be represented by a lawyer or authorised representative, you may ask the NST to waive compliance with this requirement. This request will be considered and determined on a case-by-case basis.

- A **person under a legal incapacity** means a minor, or a person with a mental / intellectual disability (Section 5 of the Determination).

IF YOU HAVE A PHYSICAL DISABILITY

Most matters before the NST are dealt with via videoconference or teleconference. Where a hearing, mediation, conciliation or meeting takes place in person, we will ensure the facilities are accessible for everyone.

Please contact us if you have any specific needs, such as wheelchair access, or information regarding disability parking and amenities. You may wish to discuss this with staff from the NST Registry prior to, or during the Preliminary Conference.

IF YOU HAVE HEARING OR SPEECH IMPAIRMENT

If you are deaf and/or find it difficult hearing or speaking with people who use a phone, the NST welcomes calls through the [National Relay Service \(NRS\)](#). NST Registry staff can also assist in engaging the appropriate services through NRS.

A call through the NRS lets you communicate through the phone even if you can't hear or don't use your voice. The NRS has specifically trained Relay Officers to assist you.

They can be reached on:

- TTY (Teletypewriter): call **133 677**, then ask for **1800 228 333**
- Internet relay: connect to the NRS, then ask for **1800 228 333**
- Speak and Listen (speech-to-speech relay): call **1300 555 727**, then ask for **1800 228 333**
- SMS relay: call **0423 677 767**, then ask for **1800 228 333**

For more information, please visit the NRS website to choose your preferred access point, or call the NRS Helpdesk on **1800 555 660** for assistance.

IF YOU HAVE A VISUAL IMPAIRMENT

If you have a visual impairment, please notify a member of the NST Registry as to what type of assistance you may require. Whether the matter is conducted virtually or in-person, the NST is happy to accommodate any conditions which may make it easier for you coming before the tribunal.

Upon request, the NST can arrange for audio transcripts to be provided or for a version of the transcript compatible with screen reader software to be provided. The NST is regularly updating the website to ensure it meets the Australian Government's web accessibility requirements, this includes meeting the Web Content Accessibility Guidelines 2.0 (WCAG 2.0).

If you have any issues or concerns in relation to the website, please contact the NST Registry via the contact details on page 1.

REQUESTING ACCESSIBLE VERSIONS OF DOCUMENTS

The NST aims to provide documents in an accessible format. If you are having problems using a document with your accessibility tools, please contact the NST for help.

You can find more information on accessibility on the NST [accessibility webpage](#).

IF YOU NEED INTERPRETING ASSISTANCE

If you need an interpreter, you can call the [Translating and Interpreting Service \(TIS National\)](#).

TIS National is an interpreting service provided by the Department of Home Affairs for people who do not speak English and for organisations that need to speak with clients or members who are non-English speaking.

TIS National is available 24 hours a day. Call **131 450** to be connected to an interpreter for immediate phone interpreting, in person interpreting, pre-booked interpreting, and ATIS automated voice-prompted immediate phone interpreting.

NST Registry staff can also assist in engaging an appropriate interpreter.

IF YOU ARE AN OLDER PERSON COMING TO THE NST

There will be no assumption made as to your capacity to be self-represented throughout an arbitration or an alternative dispute resolution process before the NST.

However, if you do suffer from hearing loss, short term memory issues, mobility issues or cognitive difficulties and believe you would benefit from additional support, do not hesitate to get in contact with a staff member of the NST Registry via the contact details provided on page 1.

The NST can make accommodations as outlined under the *support services available to you* outlined above. You may also wish to engage a support person, authorised representative or legal representative. This type of support is defined below under *Other support for people coming to the NST*.

IF YOU REQUIRE LEGAL ASSISTANCE

The [NST Legal Assistance Panel](#) (NSTLAP) is an established panel of independent legal practitioners who are willing to provide free or substantially discounted legal assistance. The NSTLAP is available to anyone with a matter for arbitration or alternative dispute resolution currently before, or with a clear intention to bring a matter for arbitration or alternative dispute resolution before the NST.

Details of practitioners appointed to the NSTLAP, but independent of the NST, will be provided to you on request. It is then up to you to contact a preferred practitioner and negotiate the arrangement.

Practitioners on the NSTLAP must consider all requests to provide free, or substantially discounted advice, but they can decline to take on a matter where it would not be reasonably practicable.

Parties to a dispute who are under a legal incapacity (see above) must be represented by a lawyer or authorised representative (section 20 of the Determination).

OTHER SUPPORT FOR PEOPLE COMING TO THE NST

Further support is available if you are coming to the NST.

- Section 19(2) of the Determination provides for anyone to be represented by an authorised representative (legal or otherwise).

Also

- Section 19(7) and (8) of the Determination allows a support person, such as a parent/ guardian or carer, to accompany you in proceedings.

A support person is not to act as a lawyer or authorised representative. A support person may assist you to formulate what to say, advise you and undertake other supportive actions including taking notes. A support person is not an advocate and cannot speak on your behalf.

The NST can provide additional technical support (i.e. assistance with virtual meetings, webcam assistance, internet accessibility etc.) if required.

OTHER GENERAL SUPPORT SERVICES

In cases of an emergency, please call triple zero (000).

Lifeline is a national charity providing all Australians experiencing emotional distress with access to 24-hour crisis support and suicide prevention services.

- Call **13 11 14** or access the chat or text service through the Lifeline webpage.

Kids Helpline is a free and confidential online phone counselling service for young people aged 5 to 25. The service is available 24 hours a day. You can contact a qualified counsellor by calling **1800 55 1800** or click the link to access the Kids Helpline webpage.

Head to Health is a Commonwealth funded program which assists people to find available mental health services from a range of Australian mental health organisations. Services include apps, online programs, online forums, and phone services.

Beyond Blue is a 24/7 phone support service (**1300 22 4636**) providing people concerned about anxiety, depression, or suicide with access to trained counsellors. You can also click the link to access their webpage.

QLife provides Australia-wide anonymous, LGBTIQ+ peer support and referral for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships.

13 YARN is the first national crisis support line (**13 92 76**) for mob who are feeling overwhelmed or have difficulty coping. 13 YARN provides confidential one-on-one discussions for people with a Lifeline-trained Aboriginal & Torres Strait Islander Crisis Supporter, 24 hours a day.