

Administrative

Review Tribunal



Changes to how parties attend certain case events

**Update for decision-making agencies,
representatives and other Tribunal users
about changes starting in March 2026**

Background

The establishment of the Administrative Review Tribunal presented an opportunity to review the efficiency and effectiveness of our case management practices to ensure alignment with our statutory objective in [section 9](#) of the [Administrative Review Tribunal Act 2024](#) (ART Act) and the performance framework in the Tribunal's [Corporate Plan](#).

During the administrative review reform process, stakeholders told us that parties were often unclear about the nature, purpose and duration of Tribunal case events. Their feedback also indicated concerns about the timeliness of the case management process.

In June 2025, we [shared information with you](#) regarding changes to our approach to reviews in which the decision-maker is a participating party.¹ Since June, we have continued to identify ways to improve the timeliness of the case management process, including how parties attend case events by registrars.

What is changing?

Parties will now be required to join case events conducted by registrars via Microsoft Teams, using a hyperlink provided in the Tribunal listing notice.

At the moment, case events before registrars are conducted via telephone, except when the applicant lives in a metropolitan area or asks to attend in person. In practice, where the parties have given their contact details to the Tribunal, a registrar connects each party or their representative to the case event via telephone.

This can often result in delays, for example because contact details have not been provided to the Tribunal in advance of a case event, a representative's details have changed, or the Tribunal has not been advised that a representative is otherwise not available.

The default mode of attendance using the Microsoft Teams link will be **audio**, however the Tribunal may request that parties join via video in appropriate circumstances. Parties may still request to participate using other established methods. We will make adjustments to ensure parties can participate effectively.

We expect to see improved timeliness and more productive case events as a result of this change. The change will also create a consistent user experience for parties attending Tribunal events remotely, whether during the case management phase or for substantive hearings.

We are in the process of updating our website to reflect this change.

¹ All reviews in the National Disability Insurance Scheme, Taxation and Business and Veterans' and Workers' Compensation Jurisdictional Areas; reviews in the General Jurisdictional Area, except in respect of decisions made under the *Child Support (Registration and Collection) Act 1988* where not defined as an eligible social services decision; second reviews of ART social services decisions in the Social Security Jurisdictional Area; and reviews in the Migration Jurisdictional Area of decisions made under the *Australian Citizenship Act 2007*.

When will the change happen?

This change will take effect for case events conducted by registrars from **March 2026** onwards.

Relevant parties will begin receiving listing notices that include a Microsoft Teams link from **January 2026**.

Existing listings will remain as scheduled.

What you can do

We are implementing this change to ensure applications are resolved as quickly, and with as little formality and expense, as is possible to support a proper consideration of each case before the Tribunal. We acknowledge there will be a need for our stakeholders to change their own practices to adapt to the change we are introducing.

We appreciate your support in implementing this change, and value any feedback you provide. It is imperative the Tribunal reaffirms its commitment to timeliness and sets clear expectations of parties and their representatives in meeting their obligations under [section 56](#) of the ART Act and in assisting us to meet our section 9 statutory objective.

Provide feedback

Please email externalconsultation@art.gov.au any feedback about the change or suggestions about how we can make further changes to improve our case management processes.