

OUR YEAR

Our workload and outcomes

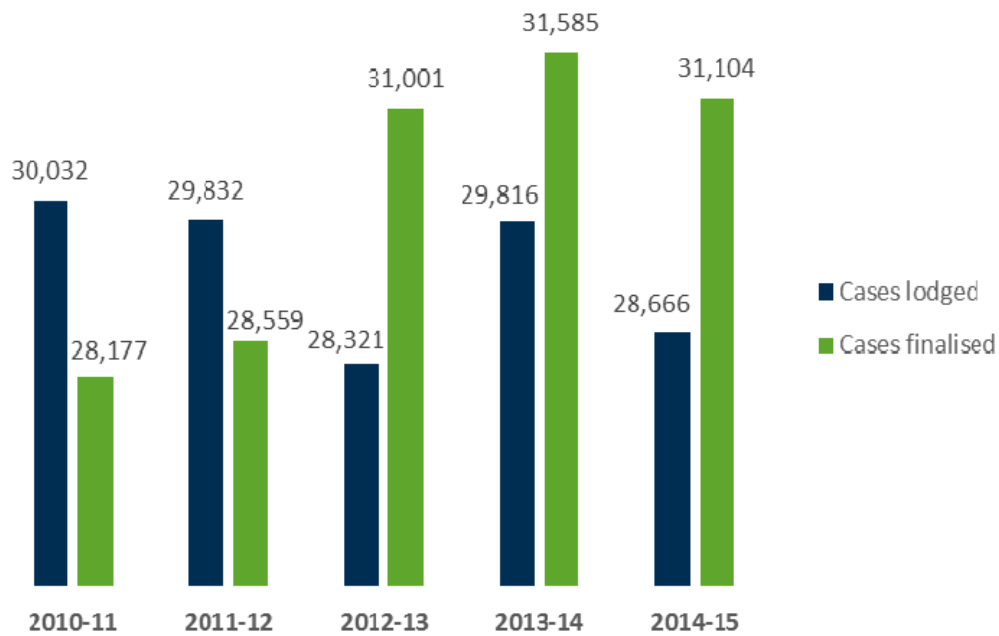


Figure 3: Lodgements and finalisations to 2014-15

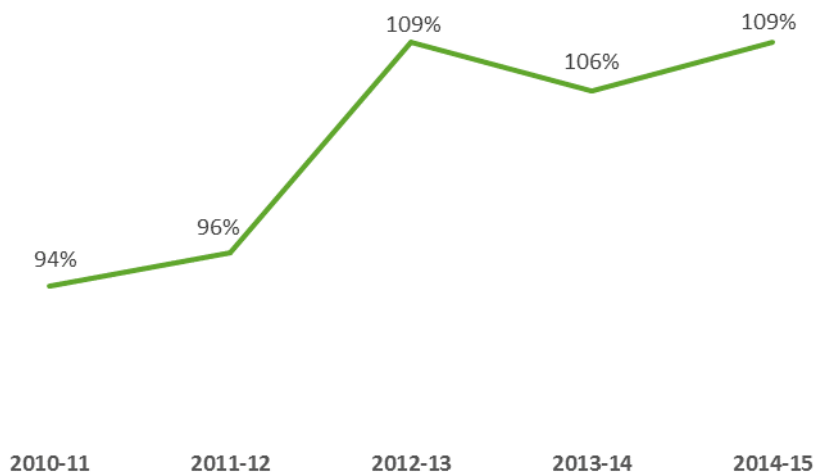


Figure 4: Clearance rates to 2014-15

Service delivery

Service/ performance	2012-13	2013-14	2014-15
1300 calls managed	98,985	99,157	103,718
Call response time	10.12 minutes	3.13 minutes	9.02 minutes
Search request of tribunal records	10,654	13,737	17,572
Counter enquiries	9,207	10,767	10,623
Proceedings scheduled [#]	18,268	17,926	17,428
Cost per matter (average)	\$624	\$621	\$630
Interpreter and translation services provided	193	237	266
Complaint rate	0.8%	0.8%	0.8%
User satisfaction rating	74%	72%	71%

Table 1: Service delivery
excluding minor civil disputes

Outcomes by jurisdiction

	Lodgements		% difference	Clearance rates		% difference
	2013-14	2014-15		2013-14	2014-15	
Human rights						
Anti-discrimination	114	108	-5	111%	101%	-9
Children	256	297	16	97%	94%	-3
Guardianship	10,411	10,402	0	96%	101%	5
Civil						
Building	307	265	-14	111%	116%	5
Retail shop leases	127	126	-1	115%	107%	-7
Minor civil disputes	16,923	16,030	-5	112%	113%	1
Other civil disputes	108	88	-19	106%	115%	8
Neighbourhood disputes	196	208	6	131%	106%	-19
Administrative and disciplinary						
General administrative review	464	316	-32	96%	126%	31
Occupational regulation	276	240	-13	127%	118%	-7
Appeals						
Appeals	586	540	-8	94%	100%	6

Table 2: Lodgements and clearance rates by jurisdiction
**NOTE: clearance rate = number of matters finalised ÷ number of lodgements x 100*

Pending matters by jurisdiction

Jurisdiction	2014-15
Human rights	
Anti-discrimination	65
Children	134
Guardianship	1904
Civil	
Building	151
Retail shop leases	44
Minor civil disputes	105
Other civil disputes	39
Neighbourhood disputes	100
Administrative and disciplinary	
General administrative review	184
Occupational regulation	256
Appeals	
Appeals	242
Total	3,235

Table 3: Pending matters by jurisdiction

Our achievements and priorities

The *QCAT Strategic Plan 2015-19* outlines four strategic priorities to achieve our vision for fair and just outcomes:

- engaging with the community
- service delivery
- effective dispute resolution
- managing the tribunal.

Key achievements and results in 2014-15

Engaging with the community

- user satisfaction rating of 71 per cent
- supporting accessibility through the fee waiver program (fees waived in 486 matters in 2014-15)
- over 1.6 million pages viewed on the QCAT website
- customer insight research to understand how our users prefer to access services

“The QCAT website has been made more user friendly and explains the process.”

QCAT user, 2015

Service delivery

- over 100,000 calls to the QCAT 1300 number (an increase of almost 5 per cent)
- 30 per cent increase in tribunal register and record searches
- 12 per cent increase in provision of interpreter and translations services to ensure accessibility for culturally and linguistically diverse communities
- over 10,000 users visited the Brisbane registry
- over 7,000 matters heard by Justice of the Peace (JP) panels (3,424 in 2014-15) as part of the QCAT JP Trial (see page 45)
- ongoing delivery of on-site hearings at health care facilities to ensure accessibility for elderly or ill adults in guardianship and administration proceedings
- [QCAT Form 22 Application or referral – disciplinary proceeding](#) available for online completion and submission
- delivery of benchmark average time frames for hearing of all types of minor civil disputes (MCDs)

Effective dispute resolution

- led establishment of the National Alternative Dispute Resolution Network
- new mediation model implemented for minor civil disputes
- 61 per cent settlement rate for compulsory conferences in child protection matters

- appeal rate of less than 2 per cent and less than 1 per cent of appeals commenced with the Court of Appeal

Managing the tribunal

- almost 30,000 applications and over 31,400 matters finalised
- overall clearance rate of 109 per cent against a 100 per cent target
- ongoing delivery of recommendations from the Queensland Child Protection Commission of Inquiry including reducing time taken to finalise child protection reviews and promoting accessibility through productive stakeholder engagement, seeking feedback from children who have used QCAT services, increased use of advocates for children in proceedings, and ongoing child protection training for tribunal members

Priorities for 2015-16

Engaging with the community

- implement the QCAT communications strategy 2015-17 to support development of resources and online information for tribunal users
- implement the QCAT stakeholder plan 2015-16 to support collaboration and leverage opportunities for the community
- support ongoing access to support and assistance services including provision of on-site facilities for the Queensland Public Interest Law Clearing House (QPILCH) Self Representation Service and Court Network Volunteers
- delivery of training and education opportunities for the community

“The hearing was professional, courteous and handled with understanding.”

QCAT user, 2015

Service delivery

- ongoing delivery of the JP trial in Brisbane, Ipswich, Maroochydore, Southport and Townsville and delivery of project evaluation
- implement the QCAT ICT strategy to make it easier to access our services and meet community expectations for online and digital service delivery solutions
- launch of online search and copy service to improve community access to tribunal records and register
- implement recommendations of the Queensland Law Reform Commission into Guardianship to support vulnerable Queenslanders
- ongoing support for Magistrates Court staff through regular newsletters and training information

- trial of new scheduling model and increased use of remote conferencing to build regional accessibility
- review fees structure to ensure fair and appropriate cost-recovery and budget sustainability

Effective dispute resolution

- lead project to trial the use of desk top conferencing for MCD mediations for greater accessibility and a more effective means of interaction than teleconference mediation

Managing the tribunal

- ongoing implementation of recommendations from the Queensland Child Protection Commission of Inquiry 2013 to support improvements to child protection

“The outcome was excellent. I have got my house back and am moving on with my retirement.”

QCAT user, 2015

- implement the Government’s response to the QCAT Review
- appointment of sessional members and Deputy President
- finalise accommodation options to ensure delivery of accessible services
- contribute to statutory review of the *Neighbourhood Disputes (Dividing Fences and Trees) Act 2011*
- implementation of the QCAT Workforce Reinvigoration Program, including the QCAT Leadership Development Program
- preparation for implementation of the National Disability Insurance Scheme (NDIS) in Queensland from 1 July 2016

Our financial performance

	Budget (\$m)	Actual (\$m)	Variance (\$m)
Income			
Appropriation	16.15	17.16	(1.01)
User charges	2.79	2.46	0.33
Justice of the Peace project	0.92	0.74	0.18
Total revenue	19.86	20.36	(0.50)
Expenses			
Staff employment costs	9.16	9.25	(0.09)
Member costs	5.00	5.37	(0.37)
Property costs	3.14	3.13	0.01
Overhead	1.64	1.87	(0.23)
Justice of the Peace project	0.92	0.74	0.18
Total operating expenses	19.86	20.36	(0.50)

Table 4: 2014-15 QCAT financial statement

Funding

QCAT's total income for 2014-15 was \$20.36m.

Expenditure

In 2014-15, QCAT's recurrent expenditure was \$20.36m.