

# Accessing QCAT records and information

The Queensland Civil and Administrative Tribunal (QCAT) is committed to actively resolving disputes in a way that is fair, just, accessible, quick and inexpensive.

The tribunal provides a fair and transparent process for public and media access to QCAT records and information.

## Where can I find out what is on at QCAT on a particular day?

A list of proceedings is published daily on the QCAT website at [www.qcat.qld.gov.au](http://www.qcat.qld.gov.au) (generally proceedings for the next business day are published by close of business the previous business day).

## Are decisions made by QCAT available to the public?

Written decisions made by QCAT are published on the Supreme Court of Queensland Library website at <http://www.sclqld.org.au/qcat/>

Decisions which involve children or vulnerable people are de-identified to protect the party's identity. If a non-publication order has been made the published decision will also be de-identified to the extent necessary to protect the information covered by the order.

## How can I find out about a matter (case) at QCAT?

Requests may be made to view:

- the QCAT register of proceedings (list of cases before QCAT)
- the QCAT record of proceedings (QCAT case files).

If you are not directly involved in the case (a non-party), a fee will apply. For fee information visit <http://www.qcat.qld.gov.au>.

## How do I request access to the list of cases at QCAT (register of proceedings)?

To request a search of the QCAT register of proceedings, you must provide a request in writing which includes the name of at least one party to the proceeding.

You can ask for the results of the search to be delivered in writing (via fax, email or post) or verbally at the counter if you make a request in person.

You can submit a request:

- via email: request to [enquiries@qcat.qld.gov.au](mailto:enquiries@qcat.qld.gov.au) and a completed credit card authorisation form (available from <http://www.qcat.qld.gov.au/forms.htm>)
- via post: request to GPO Box 1639, Brisbane, QLD 4001 and a cheque, money order a completed credit card authorisation form (available from <http://www.qcat.qld.gov.au/forms.htm>)
- via fax: request and a completed credit card authorisation form (available from <http://www.qcat.qld.gov.au/forms.htm>) to 07 3221 9156

*This fact sheet provides general information and should not be considered legal advice. If you are unsure about your legal rights you should seek legal advice. Any actions taken to resolve your dispute should be determined by your individual circumstances.*

- in person: QCAT, Level 9, BOQ Centre, 259 Queen Street, Brisbane along with cash, credit card, cheque or money order payment.

### **Do I have to pay a fee to request a search?**

If you are not directly involved in the case (a non-party), you will need to pay a fee before the search of the register is conducted. There is no refund regardless of the outcome of the search.

For fee information please visit <http://www.qcat.qld.gov.au>.

### **What information will the search show?**

If there are any results for your search, generally you will be provided with:

- the date the application was made
- the case number
- the names of the parties involved (the applicant and the respondent)
- the status of the case i.e. started (ongoing) or finalised.

### **How do I request access to a QCAT file (record of proceedings)?**

While case files are generally open for public inspection, QCAT must give due consideration to which documents can be inspected. In addition, some category of cases e.g. those involving children are not available for public inspection at all.

To request access to a case file, you must provide a request in writing which includes the name of at least one party to the proceeding.

You can submit a request:

- via email: [enquiries@qcat.qld.gov.au](mailto:enquiries@qcat.qld.gov.au)
- via post: GPO Box 1639, Brisbane, QLD 4001
- via fax: 07 3221 9156
- in person: QCAT, Level 9, BOQ Centre, 259 Queen Street, Brisbane.

QCAT registry staff endeavour to address all file inspection applications in a timely manner in consideration of operational demands.

Once your request is received, QCAT staff will check file availability and whether it is subject to any non-publication orders or is covered by legislation that prevents access.

If the file is available and able to be accessed, QCAT staff will arrange an appointment for you to view the file on the QCAT premises.

Please note it is generally not possible to view the file immediately after your request due to availability of file inspection rooms and supervisory staff, as well as use of the file by staff or members. Making an appointment will help avoid lengthy waiting times.

### **Do I have to pay a fee to inspect a file?**

If you are not directly involved in the case (a non-party), you will need to pay a fee to inspect the file. Additional fees will apply for any photocopying requested, or if the file has been archived and must be retrieved for the inspection.

For fee information please visit <http://www.qcat.qld.gov.au>.

## What happens at a file inspection?

- QCAT staff will ask you to complete a *Request for file inspection* form which outlines your responsibilities for costs and for how you use the information.
- QCAT staff will supervise viewing in a file inspection room on the QCAT premises. The administrative staff member will be unable to answer any questions regarding the file aside from simple administrative matters around copying of information.
- You may request portions of the file be photocopied (subject to a fee). If a substantial amount of copying is required, you may not be able to be provided with the information immediately. You are not permitted to take pictures of the information using a phone or other device.
- Prior to leaving the QCAT premises you must pay the amount advised by QCAT staff (depending on time spent inspecting the file and any photocopying requested). For fee information please visit <http://www.qcat.qld.gov.au>.

## Contact information

### QCAT

#### **Brisbane**

Address: Level 9, BOQ Centre, 259 Queen Street, Brisbane, 4000

Post: GPO Box 1639, Brisbane Qld 4001

Phone: 1300 753 228

Email: [enquiries@qcat.qld.gov.au](mailto:enquiries@qcat.qld.gov.au)

Website: [www.qcat.qld.gov.au](http://www.qcat.qld.gov.au)

## Resources

Available from [www.qcat.qld.gov.au](http://www.qcat.qld.gov.au):

- QCAT fact sheet – *Using QCAT*