

What registry staff can and cannot do

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

What registry staff *can* assist with

When contacting QCAT regarding an existing matter, please have your case number ready to provide to staff to ensure efficient access to your file.

We can explain and answer questions about how QCAT works and its processes. Registry staff can assist with:

- helping to identify the correct application form (based on the information you provide) and lodging your application
- requesting access to the QCAT register of proceedings (publicly available list of QCAT cases) or records of proceedings (case files)
- fees and allowances, and how to apply for a waiver of fees
- checking your forms are complete when being submitted (e.g. signed in the correct places)
- providing details of free or low-cost legal organisations which may be of assistance to you.

What registry staff *cannot* assist with

As part of an independent tribunal, QCAT registry staff are unable to provide legal advice.

Registry staff are unable to assist with:

- whether or not you should submit an application
- whether your application is under the correct jurisdiction
- if you should lodge an appeal or a counter-application
- recommending a specific lawyer to assist you
- how to word your application, supporting documents or what to say at a proceeding
- contacting a QCAT member or adjudicator directly
- predicting likely outcomes of a case or appeal
- helping you to prepare your case
- advising what orders/decisions you should seek
- enforcing an order or decision of the tribunal
- advising exact timeframes for resolution of a matter – this depends on your individual matter.

Contact information

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
 Website: www.qcat.qld.gov.au

Outside of Brisbane

Your local Magistrates Court (excluding Brisbane Magistrates Court) can supply and accept all QCAT application forms. To find your nearest Magistrates Court, look under "Justice and Attorney-General" in the phone book or visit www.courts.qld.gov.au.

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.