

Our achievements and priorities

Our key achievements in 2010-11:

- launch of the inaugural QCAT Strategic Plan 2012-15
- overall clearance rate of 91 per cent despite a 6 per cent rise in lodgements
- 92 per cent clearance rate in guardianship for adults matters (+6%) despite a 9 per cent rise in lodgements
- overall CAD clearance rate up by 6 per cent despite 12 per cent rise in lodgements
- 9 per cent increase in clearance rates for occupational regulation matters
- increase of almost 50 per cent in clearance rates for appeals, renewals and reopenings
- 60 per cent of issues within compulsory conferences were resolved
- delivery of stakeholder and client market research program.

Our priorities for 2011-12:

- performance assessment against the Tribunal Excellence Framework
- QCAT 3-year review due by November 2012
- effective implementation of new jurisdictions and legislation including the *Neighbourhood Dispute Resolution Act 2011*
- further embed alternative dispute resolution within the tribunal through ongoing evaluation, and establishment of performance monitoring and competency-based frameworks
- address current and future resourcing requirements
- effective management of demand for QCAT services to meet community expectations
- stakeholders and client engagement and education
- strengthening our regional response through increased accessibility.