

OUR GOVERNANCE

Practice directions

Practice directions are guidelines for QCAT proceedings. The directions provide information on specific issues and complement existing QCAT legislation and rules. Practice directions are available from <http://www.qcat.qld.gov.au/using-qcat/practice-directions> (see [Appendix 4](#) for practice directions published or amended in 2014-15).

“The professional manner in which our hearing and experience was handled was excellent. The friendly and helpful advice was great, it made everything much easier to deal with.”

QCAT user, 2015

Tribunal Excellence Framework

In 2011, QCAT adopted a performance assessment program; the Tribunal Excellence Framework. The framework uses self-assessment and research to assess performance across independence, professionalism and integrity, leadership and effective management, fair treatment, accessibility, accountability, efficiency and client needs and satisfaction.

In 2013-14 QCAT achieved a score of 6, indicating “an exceptionally well-defined, innovative and strategic approach, that is fully integrated with organisational needs and implemented consistently in all areas”.

In 2015-16 QCAT is developing a new methodology for assessment of its functions against the Tribunal Excellence Framework incorporating feedback from Senior Members, user research and stakeholder engagement.

Open Data

In support of the Queensland Government’s Open Data initiative, QCAT has published data for applications lodged by postcode. The QCAT dataset is available at <https://data.qld.gov.au/dataset/qcat-matters-2013-14>

Boards and committees

Rules Committee

The Rules Committee is established under the Act and consists of the President, the Deputy President, a full-time senior or ordinary member, a member who is not an Australian lawyer, and other members or adjudicators nominated by the President.

The functions of the Rules Committee include developing and reviewing the *Queensland Civil and Administrative Tribunal Rules 2009* (QCAT Rules), the approval of forms for use under the QCAT Act and any other function conferred on the Rules Committee under the QCAT Act or an enabling Act. The Rules Committee is also required to provide consent for any proposed amendments to the QCAT Rules.

In 2014-15 the Rules Committee approved nine QCAT forms which were reviewed. The Rules Committee has also supported development of new practices and procedures for the tribunal, including the facilitation of electronic filing for applications and documents in the Tribunal. The Rules Committee has supported in principle the development of amendments to the QCAT Rules which would modernise procedures for filing at QCAT.

Alternative Dispute Resolution Committee

The Alternative Dispute Resolution (ADR) committee consists of the President, the Deputy President, one senior member, four members, the Principal Registrar and the Alternative Dispute Resolution Manager.

The committee works to ensure the tribunal encourages early and economical resolution of disputes including through ADR processes through coordinating ADR training for staff and members and promoting the effective use of ADR to increase the early resolution of matters.

Education, Training and Resources Committee

The Education, Training and Resources committee consists of the President, Deputy President, Executive Director, a senior member, two ordinary members and other members as required. It was established to ensure that all members and adjudicators are up to date with legislation, decisions and processes.

Regulatory changes

Changes to QCAT legislation

The following Acts amended the *Queensland Civil and Administrative Tribunal Act 2009* in 2014-15:

- *Health Ombudsman Act 2013*
- *Motor Dealers and Chattel Auctioneers Act 2014*
- *Public Guardian Act 2014*.

The above legislation included consequential amendments to provisions in the QCAT Act arising from those legislative reforms.

QCAT Rules and Regulation amendments

The *Queensland Civil and Administrative Tribunal Rules 2009* were amended by the *Queensland Civil and Administrative Tribunal Amendment Regulation (No. 1) 2014* and the *Property Occupations Regulation 2014*. Both Regulations effected consequential changes to the QCAT Rules.

Amendments to the *Queensland Civil and Administrative Tribunal Regulation 2009* were also made in 2014-15 including changes to the prescribed fees and Schedules.

Significant changes to enabling legislation

There are over 150 legislative Acts and Regulations which confer jurisdiction on the tribunal. During 2014-15 enabling legislation was amended, changing the jurisdiction of the tribunal or amending the operational framework for tribunal practices and procedures.

See [Appendix 6](#) for a list of significant amendments in 2014-15.