

2020–21

Annual Report

Queensland Civil and Administrative Tribunal

About QCAT's annual report

The Queensland Civil and Administrative Tribunal's (QCAT) annual report summarises its performance for 2020–21 and meets accountability requirements under the *Queensland Civil and Administrative Tribunal Act 2009*.

This annual report is accessible at www.qcat.qld.gov.au/about-qcat/publications.

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Interpreter services



The Queensland Government is committed to providing accessible services to Queenslanders from all cultural and linguistic backgrounds. If you have difficulty understanding this annual report, contact us on 1300 753 228 to arrange an interpreter.

Letter of compliance

27 September 2021

The Honourable Shannon Fentiman MP
Attorney-General and Minister for Justice, Minister for Women and Minister for the Prevention of
Domestic and Family Violence
1 William Street
BRISBANE QLD 4000

Dear Attorney-General,

I present the Queensland Civil and Administrative Tribunal's Annual Report 2020–21.

This annual report complies with the tribunal's requirements under the *Queensland Civil and Administrative Tribunal Act 2009* and the *Guardianship and Administration Act 2000*.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Martin Daubney', followed by a large, stylized flourish that resembles a large 'D' or a similar shape.

Hon Justice Martin Daubney AM
QCAT President

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President's message

For the last year or so, the recurring topic of discussion over kitchen tables, boardroom tables, and all the other tables around which Queenslanders have gathered in person or virtually has been how significantly our lives have been impacted by COVID-19: travel restrictions, border closures, social distancing, masks, snap lockdowns, WFH, Zoom versus Teams. The list goes on.

But some things in 2020-21 weren't affected by the pandemic:

- Adults with impaired decision-making capabilities needed to have their personal and financial interests protected. This was particularly important for vulnerable adults susceptible to some form of "elder abuse";
- Tenants needed certainty about their home and living arrangements, while landlords needed to be assured that their investments were secure;
- Car owners needed to be confident that their vehicles were safe, roadworthy, and worth what they paid for them;
- Tradespeople and small business owners needed fast recourse to compel the payment of debts, or risk their businesses withering along with their cashflow;
- People dealing with Government needed to know that departmental officers would be required to make proper, lawful decisions;
- Consumers and traders needed to know that their legal rights were preserved;
- The public needed to know that it was protected from unethical, unscrupulous, or incompetent lawyers, doctors, nurses, police officers, teachers and members of many other professional callings.

These, and the many other civil justice jurisdictions which fall under QCAT's purview, impact directly on the daily lives of ordinary Queenslanders, regardless of the pandemic's repercussions. The virus can't make decisions for impaired adults. The virus won't pay your outstanding bills. The virus doesn't prevent a professional person acting unlawfully or unethically.

Hence the imperative for QCAT, despite the obvious challenges, to have continued providing its broad range of civil justice services over the last 12 months.

How QCAT has achieved that is detailed in the following pages of this annual report. It has not been easy. We have done our best to continue operating to the fullest capacity while observing the necessary public health restrictions, often on very short notice. In that regard, I recognise that QCAT is no different from the many other government and private organisations in this State which have persevered in continuing to provide essential public services. I do, however, wish to say how proud I am of the many ways in which QCAT members and staff have worked so hard to successfully maintain QCAT's frontline civil justice services for the Queensland public.

QCAT coped as best it could during 2020-21, but pressure points inevitably emerged. These were compounded by the resourcing constraints about which I have spoken in previous annual reports. And this is why the Government's decision in the 2021 State Budget to give QCAT a special allowance of approximately \$7M over the next two years was particularly welcome. These funds will allow the appointment of extra members and adjudicators over the two-year period, as well as long-needed extra support resources for the registry, to enable QCAT to address its COVID induced backlog and handle its burgeoning caseload. I express my gratitude to the Executive Government for this recognition of the essential role QCAT plays in the delivery of grassroots civil justice to communities across Queensland.

But the last 12 months at QCAT haven't just been about COVID. Despite having to deal with the day-to-day impacts of the pandemic, QCAT members and registry staff have worked tirelessly on a wide variety of projects, with the express aims of improving the way QCAT operates and lifting the standards of service provided to the many interested parties who interact with QCAT. These initiatives range from the implementation of organisational efficiencies through the Registry's Business Transformation Office to completion of the Guardianship Bench Book, which will greatly assist members in performing their decision-making role in that ever-expanding jurisdiction.

In short, 2020-21 was a difficult year for QCAT. Yet, almost paradoxically, it was deeply satisfying because of all we were able to achieve.

As I sign off on this, my last annual report as President of QCAT, I want to record my sincere gratitude to all who have supported me in this important role over the last four years. In particular, I express my heartfelt thanks to:

- Deputy President Judge John Allen QC for his invaluable advice and constant support;
- The Senior Members, and all members, adjudicators, and QCAT Justices of the Peace for their support, their expertise, and their unswerving commitment to the due administration of civil justice in the lives of everyday Queenslanders;
- The many Magistrates in regional Queensland who sit as QCAT members for minor civil disputes;
- The Executive Director and Principal Registrar, Ms Natalie Parker, the Deputy Principal Registrar, Ms Melissa Meldrum, and QCAT's marvellous registry staff, for their consistently high levels of care and dedication in supporting the Tribunal and those who engage with it;
- Our business services and ancillary staff, all of whom have gone "above and beyond" to ensure that QCAT has been able to operate to its highest capacity in the most challenging of circumstances;
- The QCAT Judicial Executive Assistant, Ms Jessica Sleep, whose good spirits and legendary efficiency have preserved calm and good order in QCAT's judicial precinct.

I also acknowledge the harmonious working relationship which QCAT has enjoyed during the year under review with the current Attorney-General, Hon Shannon Fentiman MP, and her predecessor, Hon Yvette D'Ath MP, and with the senior executives of the Department of Justice and Attorney-General, particularly the Director-General, Mr David Mackie, and the Deputy Director-General (Justice Services), Ms Jennifer Lang. All have been generous in their support of QCAT while scrupulously maintaining their respect for its independence.

Hon Justice Martin Daubney AM

Queensland Civil and Administrative Tribunal

QCAT is an independent statutory tribunal established by the *Queensland Civil and Administrative Tribunal Act 2009*. The Tribunal plays an integral role in the Queensland justice system. QCAT resolves and determines disputes, reviews and referrals in a wide range of jurisdictions, including:

- civil disputes (including building disputes, tree and fencing disputes, community living disputes¹, retail shop lease disputes, disputes about the sale of motor vehicles, disputes about losses resulting from the actions of real estate and other agents, and information privacy disputes)
- applications in relation to appointments of administrators and guardians (e.g. where an adult has impaired decision-making capacity, and making orders under the *Guardianship and Administration Act 2000* and the *Powers of Attorney Act 1998*)
- administrative review of government and statutory authority decisions (e.g. Queensland Building and Construction Commission, liquor licensing, blue cards, child protection, weapons licensing and racing)
- occupational regulation and discipline (e.g. referrals and reviews involving lawyers, health practitioners, police, teachers, veterinary surgeons and engineers)
- minor civil disputes (MCDs) (residential tenancy, minor debt, consumer and trader, motor vehicle property damage and dividing fence disputes)
- referrals by the Human Rights Commission Queensland (complaints of alleged unlawful discrimination, sexual harassment, vilification and victimisation).

The Tribunal also has an appeal jurisdiction.

In Brisbane, proceedings other than MCDs are heard by QCAT members at QCAT's premises at 259 Queen St. In other areas of South East Queensland (SEQ) and across regional and rural Queensland, QCAT members circuit to conduct hearings for proceedings other than MCDs. Regional sessional members also hear matters outside of Brisbane.

MCDs are heard in Brisbane by QCAT adjudicators, who also circuit to SEQ centres. In regional and rural areas, MCDs are heard by magistrates who are ordinary members of QCAT for MCD matters.

Missions and values

QCAT's mission is to actively resolve disputes in a way that is fair, just, accessible, quick and inexpensive. QCAT prides itself on the professionalism, integrity and impartiality of its staff and decision-makers and values the right of parties to have access to a quality service.

¹ Community title schemes disputes, manufactured homes disputes, retirement villages disputes

Jurisdiction, powers and functions of the Tribunal

QCAT commenced on 1 December 2009, amalgamating 18 tribunals and 23 jurisdictions. Since then, its range of jurisdictions has been considerably expanded. QCAT's current legislative scheme consists of:

- the *Queensland Civil and Administrative Tribunal Act 2009* (QCAT Act)
- the *Queensland Civil and Administrative Tribunal Regulation 2009* (QCAT Regulation)
- the *Queensland Civil and Administrative Tribunal Rules 2009* (QCAT Rules)
- 181 Acts, in addition to the QCAT Act, confer jurisdiction on QCAT.

QCAT has three different types of jurisdiction: original, review and appellate.

QCAT's **original jurisdiction** covers three broad operational areas: human rights (for example, applications to appoint guardians under the *Guardianship and Administration Act 2000*); civil disputes (e.g. disputes about retail shop leases; residential building and minor civil disputes of \$25,000 or under); and disciplinary (e.g. applications seeking disciplinary orders against solicitors under the *Legal Profession Act 2007*).

QCAT's **review jurisdiction** is conferred by enabling Acts and provides for QCAT to review administrative decisions made by government agencies and disciplinary bodies under enabling Acts. The review is conducted by way of fresh hearing on the merits.

QCAT's **appellate jurisdiction**, sitting as the Appeal Tribunal, provides for QCAT to hear appeals against decisions made by non-judicial members in its original and review jurisdictions, as well as decisions of other entities under enabling Acts.

The Tribunal

Broadly speaking, the Tribunal's function is to determine proceedings filed by parties. All Tribunal decision-makers are independent statutory appointees, appointed by Governor-in-Council on the recommendation of the Attorney-General.

Members generally sit across, and hear proceedings in, a range of jurisdictional areas. Adjudicators determine minor civil disputes. There is also a program, (presently in abeyance due to COVID-19 limitations) under which Justices of the Peace may sit as a panel of two (including one legally qualified JP) in minor civil disputes where the claim is for \$5000 or less.

As at 30 June 2021, the Tribunal comprised:

- the President, who is a Supreme Court Judge
- the Deputy President, who is a District Court Judge
- 4 Senior Members
- 9 full-time Members
- 4 part-time Members
- 4 Judicial Sessional Members
- 102 Sessional Members
- 6 full-time Adjudicators
- 4 part-time Adjudicators
- 45 Justices of the Peace.

Details are contained in [Appendix 1](#).

QCAT registry

The QCAT registry is the registry for the Tribunal.

The role of the QCAT registry, led by the Executive Director and Principal Registrar, is to provide administrative support for the Tribunal.

QCAT's registry is in Brisbane.

Local Magistrates Courts act as the QCAT registry across regional and rural Queensland and in South East Queensland (excluding Brisbane). Outside Brisbane, Magistrates Courts registry staff accept QCAT applications and supporting documents, receive application fees and assign hearing dates.

QCAT's registry is comprised of:

- The Human Rights Division (HuRD)
- The Civil, Administrative and Disciplinary Division (CAD)
- Client Services
- Operations Support
- Corporate Services.

Registry workforce

QCAT's registry workforce comprises:

- the Executive Director and Principal Registrar
- the Deputy Principal Registrar
- CAD Registrar
- HuRD Registrar
- 123.5 permanent registry positions
- 4 senior member associates (temporary positions).

The QCAT registry management team details are listed in [Appendix 1](#).

QCAT is proud to support flexible working arrangements for people managing tertiary study, family commitments and other personal responsibilities. Sixteen staff work part-time and all staff are encouraged to make use of flexible work patterns. QCAT has a high ratio of female staff at 74 per cent. The management team has an even gender split.

Code of conduct

The QCAT registry abides by the Queensland public service [Code of Conduct](#) that specifies behavioural and service standards.

QCAT operations

Finances

Government appropriation \$23.455M
Revenue from fees for service \$3.680M
Total operating expenses \$27.135M

QCAT receives funding through government appropriation and through fees for service.

At a glance

28,727 cases finalised	83,522 calls answered	19,400* proceedings scheduled	79% user satisfaction	10,189 counter enquiries
94% clearance rate	9.95 minutes call response time	\$945 Average cost per matter	563 confirmed interpreter bookings	21,241 searches of QCAT records

*Excludes MCD's

Workload and outcomes

The reporting period saw a fall in cases lodged for the first time in many years, due to the impact of COVID-19 related lockdowns and the *COVID-19 Emergency Response Act 2020*.

However, several jurisdictions experienced a significant increase in lodgements. The areas that have grown are complex jurisdictions - such as general administrative review (35 per cent), occupational regulation (6 per cent), guardianship (5 per cent) and appeal (3 per cent) - requiring significant resources from both the Tribunal and Registry.

Table 1 provides an overview of operations.

Service performance criteria	2015–16	2016–17	2017–18	2018–19	2019–20	2020-21
Cases lodged	30,073	30,858	31,229	31,592	31,657	30,631
Cases finalised	30,029	29,736	31,326	30,395	30,610	28,727
1300 calls managed	112,370	107,313	112,515	83,426	86,847	83,522
Call response time (average)	3.17 minutes	3.53 minutes	15.51 minutes	6.87 minutes	7.82 minutes	9.95 minutes
Search request of QCAT records	16,772	16,136	15,866	13,764	15,206	21,241
Counter enquiries	11,955	10,803	13,418	12,929	13,141	10,189
Proceedings scheduled*	17,607	17,728	18,428	18,428	19,929	19,400
Cost per matter (average)	\$721	\$728	\$717	\$777	\$866	\$945
Interpreter and translation services provided	290	347	347	347	329	563
Complaint rate	0.90%	0.70%	0.90%	1.10%	0.56%	0.52%
User satisfaction rating	82%	82%	81%	82%	82%	79%

Table 1: Overview of operations. *Proceedings scheduled exclude minor civil disputes proceedings.

Clearance rates

QCAT achieved a clearance rate of 94 per cent in 2020-21, which was six per cent below the service delivery standard and three percent lower than 2019-20. Further discussion on clearance rates can be found in the [COVID-19 section](#).

Figure 1 displays QCAT’s clearance rates from 2013 through to 2021.

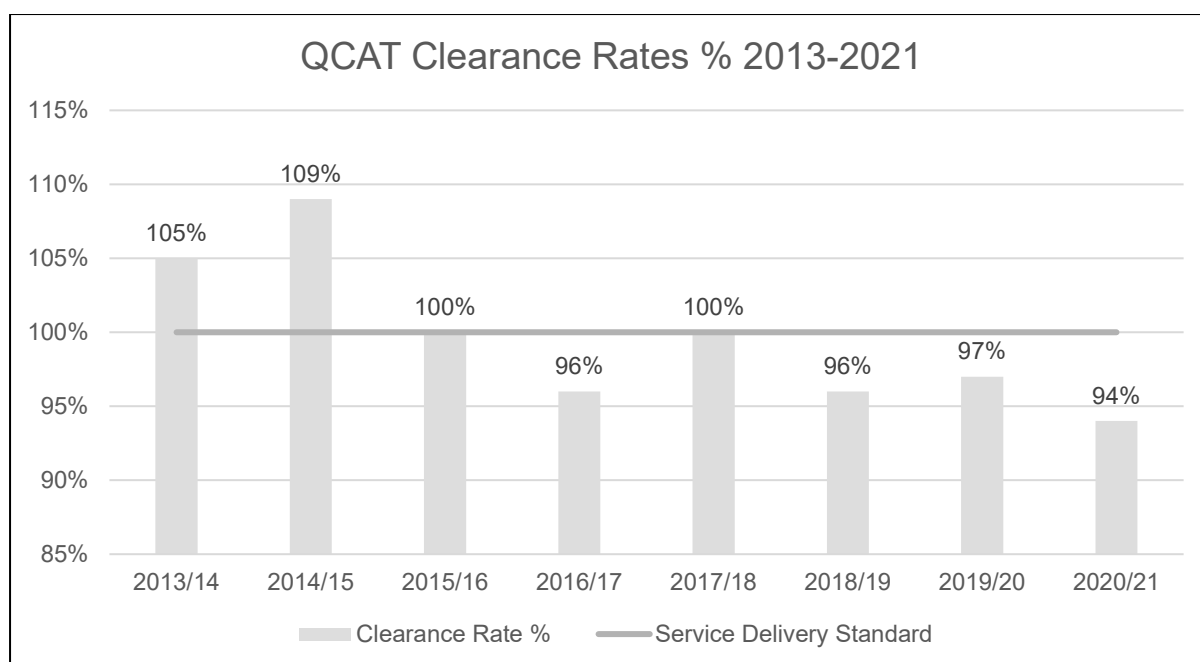


Figure 1: QCAT clearance rates 2013–2021 by percentage.

Table 2 details cases pending over the past five years.

	2016–17	2017–18	2018–19	2019–20	2020-21	% difference
Cases pending	6,262	6,165	7,362	8,409	10,313	23%
Overall clearance rate	96%	100%	96%	97%	94%	-3%

Table 2: Number of QCAT cases pending at 30 June 2021 and percentage difference 2019-20 and 2020-21 financial years. Excludes MCD applications that were received by Magistrates Courts outside of SEQ.

Outcomes by jurisdiction

QCAT is required to report the number and nature of matters (lodgements), the outcome of matters (clearance rates) and the number and nature of outstanding matters (pending at period end).

	Lodgements			Clearance rates			Pending at period end		
	2019-20	2020-21	% diff	2019-20	2020-21	% diff	2019-20	2020-21	% diff
Human Rights									
Anti-discrimination	78	64	-18%	91%	98%	7%	68	69	1%
Children	458	507	11%	79%	82%	3%	391	480	23%
Guardianship	13,724	14,376	5%	97%	88%	-9%	3,949	5,680	44%
Civil									
Building	304	297	-2%	102%	78%	-24%	262	326	24%
Retail shop leases	178	172	-3%	91%	80%	-11%	127	162	28%
Minor civil disputes	15,125*	13,185	-13%	99%	103%	4%	2,061	1,688	-18%
Motor Vehicles	237	249	5%	49%	91%	42%	122	145	19%
Other civil disputes	120	98	-18%	98%	98%	0%	190	192	1%
Neighbourhood disputes	184	233	27%	82%	56%	-26%	157	259	65%
Administrative and disciplinary									
General administrative review	491	665	35%	85%	64%	-21%	440	682	55%
Occupational regulation	371	392	6%	100%	103%	3%	305	294	-4%
Appeals									
QCAT Appeal Tribunal	371	381	3%	87%	101%	14%	332	329	-1%
Re-openings and renewals									
Re-openings	16	11	-31%	113%	82%	-31%	5	7	40%
Renewals	0	1	100%	0%	100%	100%	0	0	0%

Table 3: Outcomes by jurisdiction. *Excludes 5,553 MCD applications that were received by QCAT and dealt with by Magistrates outside of SEQ.

One of the largest QCAT jurisdictions is minor civil disputes, details of which are in **Table 4** below.

	Lodgements			Clearance rates		
	2019-20	2020-21	% diff	2019-20	2020-21	% diff
MINOR CIVIL DISPUTES						
SEQ	15,125	13,185	-13%	99%	103%	4%
Non SEQ	6,652	5,553	-17%	105%	103%	-2%
Total	21,777	18,738				
Tenancy – urgent						
SEQ	5,838	4,775	-18%	103%	97%	-6%
Non SEQ	2,449	1,932	-21%	103%	98%	-5%
<i>sub-total</i>	<i>8,287</i>	<i>6,707</i>				
Tenancy – non-urgent						
SEQ	3,263	3,342	2%	90%	100%	10%
Non SEQ	1,775	1,588	-11%	101%	103%	3%
<i>sub-total</i>	<i>5,038</i>	<i>4,930</i>				
Other MCD's						
SEQ	6,024	5,068	-16%	99%	111%	12%
Non SEQ	2,428	2,033	-16%	109%	106%	-3%
<i>sub-total</i>	<i>8,452</i>	<i>7,101</i>				

Table 4: Minor Civil Disputes broken down by Residential Tenancy & Other MCD matters.

Reserved decisions

As at 30 June 2021, QCAT had 113 outstanding reserved decisions (a decision that is not made at the hearing as it requires further consideration and is given a later date), which is 6 higher than at June 2020. Of these decisions, 50 were outstanding for less than 90 days, 28 between 90 and 180 days, and 35 for more than 180 days.

Complaints

QCAT had a low complaint rate of 0.52 per cent for 2020-21, the lowest reported in the past five years. A total of 150 complaints were received during the reporting year. The majority of complaints received concerned QCAT's service delivery and policies and procedures. Over the past five years, the complaint rate has remained within the range of 0.5 per cent to 1.1 per cent (see [Table 1](#)).

Open data

The [Queensland Government's Open Data website](#) details the volume of 2020-21 QCAT application lodgements listed by postcode.

QCAT and COVID-19

On 30 July 2020, the QCAT President issued Practice Directions No. 7 and 8 of 2020. The Practice Directions applied to all QCAT hearings listed to be heard in Brisbane and South East Queensland Magistrates Courts during the period of 3 August to 31 August 2020. Some hearings were to proceed by remote conferencing while others were to be adjourned to a date to be fixed.

On 2 September 2020, the QCAT President revised Practice Directions No. 6, 7, 8 and issued Practice Direction 9 of 2020, which commenced a staged resumption to QCAT's business as usual operations including the option for "in person" hearings. This applied to all QCAT matters across Brisbane and South East Queensland Magistrates Courts excluding Directions Hearings, Compulsory Conferences and Mediations which were all to continue by remote conferencing. Any hearings in the regional Magistrates Courts were subject to the direction of the Chief Magistrate and relevant Regional Coordinating Magistrate.

Guardianship matters were the first to allow in person hearings, with an option for parties to elect to attend by remote conferencing should they wish. All other QCAT matters followed from 14 September 2020, with any person attending a QCAT hearing required to complete and sign a QCAT COVID-19 declaration for the purposes of contact tracing.

On 8 January 2021, the QCAT President issued Practice Direction No. 1 of 2021 in response to the announcement of a lockdown in Greater Brisbane from 8 January to 11 January 2021. All QCAT hearings listed to be heard in Brisbane on 11 and 12 January 2021 were adjourned to a date to be fixed. This impacted mainly on MCD matters, which had been scheduled for hearing on those days to alleviate the COVID-19 related backlog.

The next lockdown for the Greater Brisbane region occurred from 5pm on Monday, 29 March to 5pm Thursday 1 April 2021. All QCAT scheduled hearings in Brisbane and affected Magistrates Courts in South East Queensland were conducted by remote conferencing (rather than adjourning the matters) with the arrangements continuing until 9 April 2021, after Easter.

From 28 June 2021, in lieu of QCAT's COVID-19 declaration, QCAT commenced using the Check-In Qld app for all in person attendances for the purposes of contact tracing.

From 29 June 2021, South East Queensland, Townsville (including Magnetic Island) and Palm Island went into lockdown for 3 days. All QCAT hearings affected were conducted by remote conferencing.

The essential justice services which QCAT provides to Queenslanders needed to continue throughout lockdown periods. As a consequence of QCAT's paper-based file management system, the majority of QCAT staff and members cannot work from home. Following the announcement of a lockdown, QCAT staff contact all relevant persons to advise of any changes to the hearing, including the modified arrangements such as hearings by remote conferencing.

QCAT achieved a clearance rate of 94 per cent in 2020-21, which was six per cent below the service delivery standard, and a decrease of three per cent from 2019-20.

Due to the ongoing COVID-19 restrictions in the reporting period, QCAT saw an increase in adjourned matters which increased significantly due to the lockdowns in January and March 2021.

On 6 April 2021, QCAT instigated a dedicated COVID-19 related backlog team of eight registry officers to clear matters filed but not processed. It started with 624 guardianship applications and

309 CAD applications, including applications for directions and interlocutory applications, as well as correspondence and file bring-ups.

By the second week of June 2021, the majority of these tasks had been progressed, apart from a small number of interlocutory applications.

For the rest of June, the backlog team assisted both HuRD and CAD registry officers with the processing of applications and tasks that were received post 1 April.

Trends and issues

Digital transformation

One of QCAT's business transformation goals is digitising the work of QCAT's registry.

QCAT's current business is heavily paper based, with all files held in paper format.

QCAT and the Magistrates Court are currently using a 30-year-old computer system to manage civil claims across Queensland.

During 2020-21, QCAT worked closely with the DJAG ICT Strategy Implementation Program to assist in developing a new case management system, with features including managing lodgements, payment of fees, self-service for parties to upload evidence and materials, scheduling, and file management tools. The initial focus of this new case management system is on MCDs and this project will give QCAT the capability to change its business operations by having an electronic case management system which it is anticipated will largely eliminate the need for paper files.

Digitising files should reduce registry workload pressures and allow registry staff to be re-prioritised from the manual tasks. Registry caseloads should become more manageable and current manual processes will be automated. This will allow the Registry to redeploy staff into areas which will enhance and improve its core work of providing administrative support to the Tribunal.

For the Tribunal, it is anticipated that ensuring all documents filed are immediately available electronically to a decision-maker and fully searchable will provide significant benefits in determining proceedings.

Subject to funding being made available, it is anticipated this system will ultimately roll out to all lists.

The current project timetable will see the new civil case management system implemented for MCDs in the next reporting period.

Business transformation

Following its establishment in 2019-20, QCAT Registry's Business Transformation Office (BTO) continues to implement projects designed to enhance and improve QCAT's organisation, how work is managed amid continuing workload pressures, and improve client service in designing new business processes. During 2020-21, the BTO was significantly involved in responding to and implementing necessary changes as a result of the ongoing COVID-19 pandemic, including accommodation, business continuity planning, and relevant policies and procedures to enable the Tribunal to continue operating in accordance with mandatory COVID-19 restrictions.

In 2019-20, QCAT undertook Phase 1 of a 3-year business transformation project, which saw Consultants Bushell & Cornish conduct a review involving an intensive analysis of the business processes of Client Services and MCD areas. That review led to 13 recommendations on how to

reduce process waste and achieve excellence in the registry. These recommendations were implemented throughout 2020-21.

During the 2020-21 reporting period, key achievements of the BTO included:

- working with the Tribunal in delivery of Phase 2 – Business Transformation implementing the guardianship reform project (see page 25)
- review of 9 guardianship and administration application forms, approved by the Rules Committee
- review of 20 minor civil dispute application forms, approved by the Rules Committee
- implementation of the Consultants Bushell & Cornish review recommendations
- development and implementation of the *QCAT Working for Queensland Action Plan 2020-21*, working with the QCAT Change Champions
- development of a bespoke training program for registry staff as part of QCAT's Leadership and Capability Development
- continuation of development and planning for a new civil case management system, and
- maintenance of reporting oversight for the QCAT Governance Group, annual report, and regular reporting.

Human rights division

In its human rights division, the Tribunal exercises functions relating to:

- guardianship and administration
- child protection
- anti-discrimination.

Guardianship and administration

Lodgements in the guardianship jurisdiction increased by five per cent in 2020-21; an additional 652 matters. The guardianship clearance rate during the 2020-21 reporting period was 88 per cent, which is a significant decrease from the previous year's result of 97 per cent.

Section 83 of the *Guardianship and Administration Act 2000* requires QCAT to report on:

- the number and type of limitation orders made by the tribunal, and
- the number of applications, approvals and orders made under chapter 5B of the Act during the year.

Tables 6, 7 and 8, which are set out in Appendix 2, provide the information for those reports.

On 26 March 2019, the *Guardianship and Administration and Other Legislation Amendment Act 2019* was passed by Parliament. The Act aims to improve the clarity and efficiency of the guardianship system and safeguard the rights of Queenslanders with impaired capacity.

Key changes to the current guardianship legislation giving QCAT increased jurisdiction include:

- enabling QCAT to appoint an administrator for a missing person where QCAT is satisfied that the person is a missing person and that without an appointment the person's financial interests will be significantly adversely affected
- giving greater power to QCAT to order an attorney who fails to comply with their obligations to pay compensation.

The provisions of the Act affecting QCAT commenced on 30 November 2020. Considerable work went into preparing for the changes and completing a thorough review of processes and procedures including undertaking a review of all guardianship application forms to ensure they comply with the new provisions.

Child protection

In its review jurisdiction, the Tribunal is able to review some child protection decisions made by the Department of Children, Youth Justice and Multicultural Affairs, including decisions relating to the removal or placement of children and contact with children under the custody of the Department.

In 2020-21, 198 child protection applications were lodged in QCAT. The Tribunal convenes Compulsory Conferences to identify the key areas of concern for applicants and to facilitate agreements. Of the matters which progressed to a compulsory conference, 65 per cent were resolved at the conference.

Ninety-four per cent of all child protection applications were finalised prior to a Tribunal hearing. Particularly given the paramount principle of ensuring the 'safety, wellbeing and best interests' of the child, delays can be occasioned by the need to ensure that all relevant material is before the Tribunal, that there is appropriate representation for the child or opportunity for their views to be expressed, and that all appropriate parties are joined in the proceedings. In a number of cases, the QCAT child protection review proceedings are suspended because of concurrent proceedings before the Childrens Court.

The Tribunal has continued to ensure children have their views heard before the Tribunal. There was direct child involvement in 7 per cent of QCAT child protection proceedings and indirect involvement (e.g. through advocates or representation) in 24 per cent of the proceedings.

Anti-discrimination

The Tribunal hears complaints of alleged unlawful discrimination, sexual harassment, vilification, and victimisation after they have been investigated and referred to QCAT by the Queensland Human Rights Commission. Anti-discrimination matters are often complex and resource intensive for the Tribunal.

In the reporting period, 64 matters were referred to QCAT by the Queensland Human Rights Commission. This represents an 18 per cent decrease over the previous reporting period.

Civil, administrative and disciplinary division

The Tribunal determines proceedings in a broad range of jurisdictions in its Civil Division and its Administrative and Disciplinary Division, including:

- domestic building disputes (no monetary limit)
- commercial building disputes (no monetary limit, subject to a requirement of consent of the parties where the claim exceeds \$50,000)
- tree disputes
- motor vehicle disputes (up to \$100,000)
- community living disputes (in community title schemes; retirement villages; manufactured home parks)
- retail shop lease disputes (up to \$750,000)
- information privacy disputes
- occupational regulation and disciplinary matters
- review of a large variety of administrative decisions made by government decision-makers.

Overall lodgements have increased in the CAD lists by 12 per cent, with a significant increase in other civil disputes (40 per cent) and smaller increases in general administrative review applications (5 per cent) and occupational regulation (1 per cent). Building dispute lodgements decreased (-14 per cent).

An increasing number of CAD matters are becoming more complex, both procedurally and in terms of subject matter. This is reflected in the significant increase in the numbers of interlocutory applications per matter. Resourcing remains an issue for both the Tribunal and CAD registry. Every CAD matter is “case managed” by a senior member or an ordinary member, and this necessary function of case managing is occupying an increasing amount of member resourcing. This, in turn, diminishes the time available for the members to devote to hearing and determining interlocutory applications and final hearings. The Tribunal is heavily reliant on its sessional member cohort to discharge its functions, but QCAT’s sessional member budget is limited. The practical impact is that there is more work in more matters, with limited decision-making resources available to handle the matters. Despite these issues, all members strive to ensure that matters are determined in as timely and efficient a manner as resourcing allows.

While the registry as a whole has been heavily impacted by COVID, the CAD registry team has implemented changes to address backlogs and provide better services to parties and the Tribunal.

Minor Civil Disputes

In the reporting year almost 19,000 civil claims falling within QCAT’s MCD jurisdiction were brought throughout Queensland. They encompass a range of monetary (up to \$25,000) and non-monetary disputes, accounting for the largest volume of lodgements at QCAT.

These disputes can have serious consequences for the welfare, dignity and daily living arrangements of the people concerned.

MCDs include:

- residential tenancy disputes
- minor debt disputes
- consumer and trader disputes
- motor vehicle property damage disputes
- dividing fence disputes.

Most MCDs in SEQ are decided by QCAT adjudicators. In regional areas, MCDs are heard by magistrates sitting as QCAT members. Magistrates heard 5,553 matters across regional Queensland in the reporting year.

The MCD jurisdiction achieved a clearance rate of 103 per cent in SEQ despite some upheaval due to COVID related arrangements.

Another COVID-related impact on the operations of QCAT has been the necessity to suspend the QCAT JP program as a consequence of the various mandatory COVID-19 restrictions such as social distancing, which are not able to be consistently observed in JP hearings due to the physical environs.

During the reporting period, Brisbane registry resourcing issues resulted in delays in processing MCDs and progressing them to hearing. Those resourcing issues have been largely overcome during the reporting period due to implementation of the Bushell & Cornish recommendations and increased staff levels in the MCD Team. However, limitations on adjudicator and hearing room resources continue to pose impediments to clearing the backlog of MCDs awaiting hearing. At the start of the reporting period parties were attending all hearings and mediations by telephone. From September 2020, all hearings returned to in person with newly structured time allocations for each matter to cater to COVID restrictions.

Wait time-to-hearing and failure to meet benchmarks remains an issue in SEQ. Urgent tenancy dispute benchmarks were not being met at times in Brisbane, Beenleigh, Holland Park, Ipswich and Richlands. The adjournments and reduced number of hearings scheduled as a result of listing arrangements necessitated by COVID-19, and the lack of available courtrooms in some centres contributed to extended wait times. The time-to-hearing benchmarks in other categories of MCDs continue to be exceeded, in some cases significantly.

While in 2020-21 MCD lodgements in SEQ have decreased from previous years, the increasing complexity of applications and the impacts of COVID-19 had a significant adverse impact on the workloads of Tribunal decision-makers and the MCD registry team.

Appeals

The Appeal Tribunal provides an internal avenue of appeal for parties dissatisfied with a decision of the tribunal in original and review jurisdictions, in circumstances that the tribunal was not constituted by a judicial member.

The President chooses a member or members to constitute the Appeal Tribunal for an appeal. The Appeal Tribunal may consist of one, two or three members. A judicial member must be constituted as the Appeal Tribunal for appeals from MCDs decided by magistrates and in external appeals brought under the *Right to Information Act 2009 (Qld)* and *Information Privacy Act 2009 (Qld)*.

The internal appeals jurisdiction enables parties to seek an appeal at QCAT in a cost effective and timely manner.

While there was a 3 percent increase in appeals filed in 2020-21, there was a corresponding 14 per cent increase in the clearance rate. This saw a change from an 87 per cent clearance rate in 2019-20 to 104 per cent rate in 2020-21. This is likely explained by the vacation of some appeal tribunal hearings due to the effects of COVID-19 in the previous reporting period, while in the current reporting period, appeal tribunal hearings have been listed throughout the year.

Major initiatives and achievements

Guardianship Bench Book Project

A proposal in 2016 to produce a guardianship bench book was placed on hold in anticipation of expected legislative amendments. A significant amount of preliminary work on the bench book was completed at that time by then Senior Member Clare Endicott and Member Barbara Bayne

On 11 April 2019, the *Guardianship and Administration Act 2000* and the *Powers of Attorney Act 1998* were amended by the *Guardianship and Administration and Other Legislation Amendment Act 2019* to substantially update the existing law relating to guardianship and administration in Queensland. The amendments commenced on 30 November 2020.

With that legislation in force, work on the bench book resumed under the close guidance of an Editorial Committee led by Senior Member Tina Guthrie and Member Clare Endicott. QCAT engaged the Judicial College of Victoria, which has significant experience in producing bench books on a range of topics, including disability, in various jurisdictions, to collate the primary material.

The Editorial Committee then undertook the major task of finalising the bench book. This involved not just editorial and quality assurance oversight, but required very significant contributions to the work and scrupulous attention to the detail of the text.

The bench book was officially launched in May 2020.

The bench book is a valuable resource for all QCAT members. It explains the operation of the guardianship regime in Queensland, outlining the range of supportive and substitute decision-making for adults in relation to personal, financial and health matters among others. It incorporates relevant principles and discussion from existing authorities, legislative materials and references reports of government and law reform bodies.

Record of Proceedings Project

The Record of Proceedings (ROP) is the official record of all documents filed at QCAT. The ROP Project was developed to:

1. Clarify and ensure overall compliance with QCAT's legislation in relation to the maintenance of the ROP for all QCAT matters; and
2. Modify QCAT's practical approach to the filing of documents and access to them, as required by law.

To achieve the purpose of the project, an extensive review and analysis of QCAT's legal obligations in relation to the ROP and access to documents was required. This included an analysis of the documents which must form part of the ROP and those which do not.

The ROP Project will be launched in the 2021-22 reporting period.

QCAT Rules Committee

The QCAT Rules Committee is established under the QCAT Act and during the reporting period consisted of the President, the Deputy President, Senior Member Michelle Howard, Member Michael Howe and Member Gwenn Murray.

The functions of the Rules Committee include developing and reviewing the *Queensland Civil and Administrative Tribunal Rules 2009*, 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 2020-21 the Rules Committee reviewed and approved 27 forms, the largest number for many years.

Nineteen Minor Civil Dispute (MCD) and related forms were completely revised and updated as part of the new case management system that will enable QCAT's MCD jurisdiction to be digitised.

A further eight Guardianship forms were comprehensively updated and developed as a result of the amendments brought in by the *Guardianship and Administration and Other Legislation Amendment Act 2019* to the *Guardianship and Administration Act 2000*.

QCAT Governance Group

In early 2019, following a review of QCAT's workforce climate and organisational structure, the REDUX project was initiated to assist the registry in:

- achieving business excellence,
- aligning its work with our strategic objectives,
- making sure the registry had the right people, roles and capabilities; and
- making sure registry staff felt valued and involved.

On 26 October 2020, the Redux Governance Group endorsed QCAT's new governance model, recognising QCAT has largely fulfilled its Redux agenda through successful management of projects arising from its 2018 organisational review. Commencing in January 2021, the model saw the Redux Governance Group and Business Improvement Group merge to form a single QCAT Governance Group (QGG).

The QGG comprises the Deputy Director-General, Justice Services, QCAT President, QCAT Deputy President, QCAT Executive Director and Principal Registrar, and QCAT Deputy Principal Registrar. The QGG aims to reduce duplication of governance group approvals, whilst still maintaining strategic oversight of QCAT's existing and new business agendas. The QGG provides high-level strategic oversight of current and future business transformation, focusing on the delivery of the new electronic case management system and completing the business process registry reviews to streamline processes and maximise efficiencies.

During the 2020-21 reporting period, QCAT continued to build on strong foundations to create business excellence, improving the capability of our people and making sure they felt valued and engaged. The assistance of our Change Champions Network was greatly appreciated through this time. This group of Tribunal members and staff from across QCAT has helped facilitate

change across QCAT and provided important feedback to the QGG during implementation of business transformation work.

Guardianship Reform Project

In March QCAT commenced the Guardianship Reform Project. This project sought to better inform parties and the public about the QCAT guardianship and administration application and hearing process.

Guardianship is one of QCAT's largest jurisdictions, and with an ageing population as well as reforms in the aged and disability sectors, the number of applications to the Tribunal continues to increase.

The reform project allowed for:

- A full redesign of the QCAT website, in particular changes to the guardianship pages, focusing on improving the user experience. The review enabled a guided learning option for people visiting the website and has simplified and streamlined the information available to parties. The new look of the website is a very exciting first step toward a full QCAT website redesign.
- The production of three guardianship videos to better prepare parties for the hearing - 2 animated videos (What to expect before a hearing and What to expect after a hearing) and a live action video (what to expect during the hearing).
- The review and redesign of guardianship forms which have been amended to incorporate the 2020 amendments made to the *Guardianship and Administration Act 2000*.
- The implementation of QCAT's new phone pathways for incoming guardianship calls on QCAT's 1300 phone number. The new phone pathways give pre-recorded information about QCAT's guardianship and administration jurisdiction while people are waiting to talk to a client services officer.
- Review and reworking of the initial correspondence sent to parties from QCAT including a new feedback form and the creation of a Frequently Asked Questions fact sheet. This document provides key information to inform parties at the very early stages of a matter.

This initiative was run by a dedicated project team under the leadership of Senior Member Tina Guthrie, who led the Steering Committee to produce this important work in conjunction with the Department of Justice and Attorney-General's Digital Transformation Unit, website developers SQUIZ and video creators The Post Office Studios.

The project aims to help the Adult, members of the public, service providers and other people engaging with the guardianship jurisdiction to: equip themselves with relevant and reliable information; to decide if they need to apply to QCAT; to prepare for the hearing; and to understand the roles and responsibilities once a guardianship and administration order is made.

A launch of the suite of changes was held in July 2021.

QCAT hospital hearing program

QCAT conducts some hospital hearings for guardianship and administration matters. This program was initiated for patients in hospitals administered by the Metro North Hospital and Health Service (MNHHS) who may have impaired decision-making capacity, were clinically well

and ready for discharge but due to claimed incapacity for decision-making may not be able to be safely discharged pending a determination of the applications before the Tribunal.

The original hospital hearing program operated from Royal Brisbane and Women's Hospital, Prince Charles Hospital, and the Ipswich Hospital. The program for MNHHS commenced in July 2016. Adoption of this program resulted in a reduction of the period from filing an application to a Tribunal hearing and decision being made from an average of 13-14 weeks to less than six weeks for the matters that were considered appropriate to be heard in this timeframe. Matters for hospital patients involving high levels of conflict and other issues of complexity cannot proceed to hearing in the shorter time frame nor can they be safely and appropriately conducted at a venue provided by the relevant hospital, and accordingly are dealt with as part of the general guardianship list.

Following the success of this initiative and in response to the COVID-19 pandemic, the initiative was expanded to other Hospital and Health Services in Queensland. A pilot program, to consider a limited number of matters throughout the State, commenced in the first half of the 2020-21 financial year – with great success.

The impact of COVID-19 on the Tribunal's ability to conduct hearings at the venues led to the Tribunal conducting hearings remotely. This was initially by telephone and then by video conferencing, which the members found preferable to telephone hearings.

This expansion has been further extended to encompass matters from across the State. The success of the expansion has resulted in further extensions, with temporary funding allocated to run the expanded initiative through to December 2021. QCAT and Queensland Health will review the effectiveness of the initiative, with a view to considering making the arrangement permanent in the future.

Engaging with the Magistrates Court of Queensland

Queensland Magistrates Courts Service is central to QCAT's state-wide service delivery. Outside of SEQ, Magistrates (sitting as ordinary members) hear and resolve minor civil disputes locally. Courthouse registry staff also accept all other QCAT applications and related documents in the CAD Division, and HuRD, and provide valuable procedural assistance to QCAT users across both SEQ and regional Queensland.

The Magistrates Courts Service also provides QCAT with the use of courthouse facilities across Queensland for QCAT proceedings, increasing access to justice for Queenslanders in SEQ and regionally. During COVID-19, QCAT worked closely with Magistrates Court registries to resolve issues raised as a result of adjourning matters, limited access to courthouses, and processes to enable remote attendance by parties in responding to COVID-19. The Magistrates Courts Service allowed the continuation of QCAT's hearings throughout the State and assisted with implementing attendance at hearings by remote conferencing.

While the impacts of COVID-19 limited in-person engagement between Brisbane registry staff and Magistrates Courts registry staff, QCAT understands the importance of engaging with registry staff and endeavours to meet with Magistrates Courts and Regional Service Outlets via video conferencing to identify opportunities for improvement; to enhance consistency of registry processes; and provide registry staff with updated information on QCAT's operations.

Courthouse registry staff continue to regularly engage with QCAT registry in relation to specific applications, assistance for clients seeking information at their registries, and implementation of changes in processes resulting from QCAT's responses to COVID-19.

Appendix 1 — Member and registry directory

Judicial Members

The Honourable Justice Martin Daubney AM, President

His Honour Judge John Allen QC, Deputy President

Senior Members

Professor Ned Aughterson

Ian Brown

Tina Guthrie

Michelle Howard

Ordinary Members

Joanne Browne

Glen Cranwell

Sandra Deane

Ann Fitzpatrick

Julie Ford

Susan Gardiner

Michael Howe

Bevan Hughes

Paul Kanowski

Barbara Kent

Gwenn Murray

David Paratz

Samantha Traves

John Bertelsen (acting from May 2021)

Adjudicators

John Bertelsen (acting Member from May 2021)

Elizabeth Gaffney

Marcus Katter

William LeMass

Michelle Lember

Gabrielle Mewing

Jodie Stroud

Derek Struik

Alan Walsh

Anna Walsh

Judicial Sessional Members

Hon Peter Lyons QC

John McGill SC

Hon Duncan McMeekin QC

John Robertson

Hon James Thomas AM QC (resigned September 2020)

Sessional Members

Jim Allen

Dr Christopher Bridges

Tina Cockburn

Stephen Armitage

Susan Burke

Dr Alan Collier

Adrian Ashman

Lisa Butson

Simon Coolican

Brydget Barker-Hudson

John Carey

William Cooper

Rodney Barnes

Christopher Carrigan

Andrew Corrigan

Dr Sandra Baxendell

Julia Casey

Kristy Crabb

Barbara Bayne

Les Clarkson

Rosemary Dalby

Leanne Bou-Samra

Roxanne Clifford (resigned
March 2021)

John Davies

Peter Bridgman

Rodrigo De Luca

Raelene Ellis	Dr Dominic Katter	Natalie Myatt
Clare Endicott	Marcus Katter	Roslyn Newlands
Richard English	Dr Shelley Keane	Jon Norling
Paul Favell	Benjamin Kidston	Ross Oden
Penelope Feil	Elisa Kidston (resigned March 2021)	Robert Olding
Jennifer Felton	Dr Terry King (resigned May 2021)	Richard Oliver
Dr Brian Fitzgerald	Robert King-Scott	Robyn Oliver
Dr John Forbes	Patricia Kirkman-Scroope	Louise Pearce
Karen Garner	Vincent Knox	Wayne Pennell
Christopher George	Peter Krebs	Bryan Pickard
Pamela Goodman	Ross Lee	Vass Poteri
Peter Goodwin	William LeMass	Graham Quinlivan
Jeremy Gordon	Darren Lewis	Dr Robert Rees
Dr Wendy Grigg	David Lewis (resigned March 2021)	Linda Renouf
Geoffrey Gunn	John Lobban	Christine Roney
Ian Hanger AM QC	Stephen Lumb	Peter Roney QC
Patricia Hanly	Mary (Lynne) Matsen	Keta Roseby
Renea Hart	Timothy Matthews QC	Dr Richard Roylance
Carolyn Hemingway	Donald McBryde	Jennifer Sheean
Steven Holzberger	Louise McDonald	Annette Sheffield
Elizabeth Hulin	Amanda McDonnell	Dr Rosemary Stafford
Noel Jensen	Andrew McLean Williams	Dr Daniel Stepniak
Ronald Joachim	Margaret McLennan (resigned March 2021)	Derek Struik
Adam Johnson	Jennifer McVeigh	Christopher Taylor
Mark Johnston	Gabrielle Mewing	Glen Thorpe (resigned March 2021)
Christine Jones (resigned March 2021)	John Milburn	Suellan Walker-Munro
Neil Judge	Elissa Morriss	Paul Williams
Sandra Kairl		Michael Wood

Justices of the Peace

James Anderson	Sean Goodsir	Mejrem Mustafa
Mark Anthony	Samuel Hardin	Joanne Myers-Cave
Paul Arthur	Jane Hawkins	Catherine O'Donnell
Lawrence Ballinger	Marilyn Heath	Stephen Osachuk
David Barkley	John Howie	Adam Ozdowski
Leigh Bernhardt	Angela-Marie James	Noel Payne OAM
Gloria Beyers	Trudi Jobberns	David Phipps
Robert Brummell	Raymond Kelly	Graeme Rogers
Bryan Carpenter	Jason Lawler	Carol Ann Rolls
Chiu-Hing Chan	Susan Lindsay	Hedley Rye
Michael Corlett	Bruce Little	Darryl Schmidt
John Crighton	Lynette Maguire	Stuart Smith
Christine Cuthbert-Steele	Rob Martin	Alan Snow
Peter Dollman	Suzanne McCormack	James Stackpoole OAM
Malcolm Edmiston	Karl McKenzie	Helen Staines
Kevin Erwin OAM	Carmel McMahan	Bruce Starkey
Vincent Everett	Barry McPhee	Darren Swindells
Katherine Jane Fenwick	Christopher Mills	Bill Thomas
Michael Francis	Jessica Mills	Barry Vickers
Anthony Friel	Deanna Minchio	Carole Watson
Arthur Fry	Stacey Morton	Jodie Wrench
Marian Goddard	Shirley Murray	Angela Yin

Registry Executive

Executive Director and Principal Registrar

Natalie Parker

Deputy Principal Registrar

Melissa Meldrum

Management team

Registrar CAD — David Bancroft

Registrar HuRD — Mathew James

Business Transformation Office Executive Manager

- Peter Johnstone (to November 2020)
- Brendan Carlson (from November 2020)

Client Services Manager — Brett Newsome

Business Services Manager — Justine Steele

Operations Support Manager

- Brendan Carlson (to November 2020)
- Terry McDonald (from November 2020)

Communications Manager — Andrew Dunne

Human Resources Manager

- Terry McDonald (to November 2020)
- Angela Eickenloff (from November 2020)

Appendix 2 — *Guardianship and Administration Act 2000* reporting requirements

Section 83 of the *Guardianship and Administration Act 2000* requires QCAT to report on:

- the number and type of limitation orders made by the tribunal, and
- the number of applications, approvals and orders made under chapter 5B of the Act during the year.

Tables 6, 7 and 8 provide the information for those reports.

	Application for guardianship for restrictive practice matters		Review of guardianship for restrictive practice matters	
	2019-20	2020-21	2019-20	2020-21
Order made	110	184	153	250
Dismissed / revoked	29	31	35	50
Deceased	0	1	0	0
Withdrawn at hearing	10	23	1	2
Rejected	2	1	0	0
Total	156	240	196	302

Table 6: Applications and review of guardianship for restrictive practice matters.

The number of reviews of guardianship for restrictive practice are cyclical due to legislative changes in 2015 to allow two-year appointments. Prior to 2015, only one-year appointments were permitted. As a result of that change, the number of reviews varies significantly each year, due to all pre-2015 appointments being on a similar two-year review cycle. This is the reason for the significant increase in reviews of guardianships for restrictive practice matters.

Containment, seclusion and other restrictive practices approvals

	Approved		Dismissed/ Revoked		Withdrawn/ Administrative Closure/Rejected		Total	
	2019-20	2020-21	2019-20	2020-21	2019-20	2020-21	2019-20	2020-21
Containment	7	11	2	3	2	3	11	17
Review of containment	30	36	2	3	1	0	33	39
Seclusion	6	6	1	1	1	0	8	7
Review of seclusion	26	33	4	2	1	0	31	35
Application for another restrictive practice	7	8	2	0	1	2	10	10
Review of application for another restrictive practice	38	45	3	5	0	0	41	50

Table 7: Containment, seclusion and other restrictive practices approvals.

Limitation orders

Limitation order type	2019-20	2020-21
Adult evidence order (s.106)	8	12
Closure order (s.107)	5	4
At Hearing Non-publication order (s.108)	25	14
Pre-Hearing Non-Publication Order (s.110)	10	16
At Hearing Confidentiality order (s.109)	49	33
Pre-Hearing Confidentiality order (s.110)	30	44

Table 8: Limitation orders.

The Tribunal may make a limitation order, but only to the extent necessary, if the Tribunal is satisfied it is necessary to avoid serious harm or injustice to a person. The different types of limitation orders are an Adult Evidence order; a Closure order; a Non-Publication order; or a Confidentiality order. Pre-hearing Non-Publication or Confidentiality orders are vacated at the subsequent hearing. The Tribunal may make a further order, after hearing from the parties and any person with standing.

A copy of all limitation orders made at a hearing is provided to the Public Advocate. This includes all information before the Tribunal in its consideration of the making of the limitation order, including the document or other information that is the subject of the limitation order and the Tribunal's written reasons for making the order.

Appendix 3 — Legislative reviews

Regulation amendments

The QCAT Regulation was amended during the reporting period by the *Justice Legislation (Fees, Allowances and Other Amounts) Amendment Regulation 2020*.

Legislative review

The QCAT Act was amended during the 2020-21 reporting year.

The enabling Acts affecting QCAT that were assented to in this period were:

- *Child Protection and Other Legislation Amendment Act 2020*
- *COVID-19 Emergency Response and Other Legislation Amendment Act 2020*
- *COVID-19 Emergency Response and Other Legislation Amendment Act 2021*
- *Criminal Code and Other Legislation (Wage Theft) Amendment Act 2020*
- *Disability Services and Other Legislation (Worker Screening) Amendment Act 2020*
- *Justice Legislation (Fees, Allowances and Other Amounts) Amendment Regulation 2020*
- *Meriba Omasker Kaziw Kazipa (Torres Strait Islander Traditional Child Rearing Practice) Act 2020*
- *Royalty Legislation Amendment Act 2020*

2020-21 practice directions

There were five practice directions issued in the reporting period:

- Practice Direction No. 8 of 2020, COVID-19 Arrangements for QCAT Matters (other than those which Practice Directions 2, 3, 6 and 7 of 2020 applies), effective 31 July 2020 (updated 1 September 2020).
- Practice Direction No. 9 of 2020, Revocation of QCAT Practice Direction No. 2 of 2020 and ongoing arrangements for Guardianship hearings, effective 2 September 2020.
- Practice Direction No. 10 of 2020, Designation of QCAT Registry Closure, effective 1 October 2020.
- Practice Direction No. 11 of 2020, The filing and use of audio, video and photographs in tribunal proceedings, effective 4 December 2020.
- Practice Direction No. 1 of 2021, Arrangements for Queensland Civil and Administrative Tribunal from Monday 11 January and Tuesday 12 January 2021, effective 8 January 2021.

Appendix 4 — Acronyms

Acronym	Meaning
CAD	Civil, administrative and disciplinary division
DJAG	Department of Justice and Attorney-General
HuRD	Human rights division
JP	Justice of the Peace
MCD	Minor civil dispute
MNHHS	Metro North Hospital and Health Service
MVL	Motor vehicle list
QCAT	Queensland Civil and Administrative Tribunal
QHealth	Queensland Health