

QCAT service charter

Our VISION

Fair and just outcomes

Our MISSION

Actively resolve disputes in a way that is fair, just accessible, quick and inexpensive.

Our VALUES

QCAT prides itself on the **professionalism, integrity and impartiality** of its staff, members and adjudicators and values the right of parties to have access to a quality service.

You have a right to:

- a fair and impartial hearing
- reasonable help to understand the tribunal's practices and procedures
- respect from registry staff and tribunal members
- your personal and confidential information being treated in compliance with relevant legislation.

We will:

- treat you with courtesy, respect and professionalism
- respect the diversity of the community
- provide fair and equitable access to services
- provide you with clear and accurate information about our practices and procedures through fact sheets and the QCAT webpage
- welcome your comments and deal with any reasonable problems.

We cannot:

- provide you with legal advice, however we can refer you to legal and community organisations which may be able to assist you
- provide advice about what to say during a hearing
- talk to a tribunal member or adjudicator on your behalf
- other than through the appeals system, alter decisions of a decision-maker or the outcomes of hearings.

You can help us by:

- having your case number and details ready when calling the tribunal
- providing us with timely and accurate information
- treating staff, members/adjudicators and other parties with courtesy and respect
- letting us know if you have any special needs
- telling us how we can improve our services
- asking us to explain anything you are not sure of.

We value your feedback.

Talk to our team at your local registry, provide feedback via our [online survey](#) or call us on 1300 753 228.