

# QCAT

Queensland **Civil and Administrative Tribunal**

## Annual Report 2013-14



## About our annual report

The Queensland Civil and Administrative Tribunal's annual report summarises its financial and corporate performance for 2013-14 and meets accountability requirements under the *Queensland Civil and Administrative Tribunal Act 2009*.

This annual report can be accessed online at <http://www.qcat.qld.gov.au/about-qcat/publications>

ISSN1838-2746.

© The State of Queensland (Queensland Civil and Administrative Tribunal) 2014.

This annual report is licensed by the State of Queensland (Queensland Civil and Administrative Tribunal) under a Creative Commons Attribution (CC BY) 3.0 Australia licence, available at <http://creativecommons.org/licences/by/3.0/au/deed.en>

Content from this report may be copied for use, and attributed to the State of Queensland (Queensland Civil and Administrative Tribunal) Annual Report 2013-14.

## Contact us

Web: [www.qcat.qld.gov.au](http://www.qcat.qld.gov.au)  
Phone: 1300 753 228  
Email: [enquiries@qcat.qld.gov.au](mailto:enquiries@qcat.qld.gov.au)  
In person: Level 9, 259 Queen Street, Brisbane  
Post: GPO Box 1639, Brisbane, 4001

## Interpreter services



The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty in understanding the annual report, contact us on 1300 753 228 and we will arrange an interpreter to effectively communicate the report to you.

## Our icons



The QCAT divisions are represented by a series of icons: the orange icon represents civil disputes, the purple icon represents human rights and the beige icon represents administrative and disciplinary matters.

30 September 2014

The Honourable Jarrod Bleijie MP  
Attorney-General and Minister for Justice  
State Law Building  
Brisbane Qld 4000

Dear Attorney

I am pleased to present the Annual Report 2013-14 for the Queensland Civil and Administrative Tribunal (QCAT).

I certify that this annual report complies with:

- the Queensland Civil and Administrative Tribunal's requirements under the *Queensland Civil and Administrative Tribunal Act 2009*,
- the prescribed requirements of the *Financial Accountability Act 2009* and the Financial and Performance Management Standard 2009, and
- the detailed requirements set out in the *Annual report requirements for Queensland Government agencies*.

A checklist outlining the annual reporting requirements can be found in Appendix 5 of this document.

Yours sincerely

A handwritten signature in black ink, appearing to read 'David Thomas', with a long horizontal flourish extending to the right.

Justice David Thomas  
QCAT President

# Table of contents

<b>About QCAT</b>	<b>7</b>
About us	8
Our vision	8
What we do	8
Our core values	8
Our organisational structure	9
<b>Messages from the President and Executive Director</b>	<b>10</b>
Message from the President	11
Message from the Executive Director	12
<b>Our year</b>	<b>13</b>
Our performance	14
<i>Our workload and outcomes</i>	<i>14</i>
<i>Service delivery</i>	<i>14</i>
<i>Engagement</i>	<i>15</i>
<i>Outcomes by jurisdiction</i>	<i>15</i>
Our achievements and priorities	16
<i>Key achievements in 2013-14</i>	<i>16</i>
<i>Priorities for 2014-15</i>	<i>17</i>
<b>Our financial performance</b>	<b>18</b>
<b>Engaging with the community</b>	<b>19</b>
Tribunal users	20
<i>Our Service Charter</i>	<i>20</i>
<i>Talk to your QCAT: Minor civil disputes</i>	<i>21</i>
<i>Accessibility</i>	<i>21</i>
<i>Support and advocacy</i>	<i>21</i>
<i>Communicating decisions</i>	<i>22</i>
<i>Client satisfaction</i>	<i>22</i>
Our stakeholders	23
<i>Stakeholder satisfaction</i>	<i>23</i>
<b>Our work</b>	<b>25</b>
Alternative Dispute Resolution	27
<i>Facts and figures</i>	<i>28</i>
Civil, Administrative and Disciplinary	29
<i>Facts and figures</i>	<i>31</i>
Human Rights	33
<i>Facts and figures</i>	<i>36</i>

Minor civil disputes	38
<i>Facts and figures</i>	39
Appeals	41
<i>Facts and figures</i>	42
<b>Our projects</b>	<b>43</b>
QCAT Review	44
Justice of the Peace trial	45
<i>Facts and figures</i>	47
<b>Our governance</b>	<b>49</b>
Practice directions	50
Tribunal Excellence Framework	50
Risk management	50
Open Data	50
Public Sector Ethics Act 1994	50
Information systems and record keeping	51
Boards and committees	52
Regulatory changes	53
<b>Our decision-makers</b>	<b>54</b>
Tribunal members and adjudicators	55
Presidential members	55
Senior members	56
Members	56
Sessional members	56
Adjudicators	57
Justices of the Peace	57
Assessors and mediators	58
<b>Our staff</b>	<b>59</b>
Our workforce	60
Governance operations	61
Glossary	62
Abbreviations and acronyms	62
<b>Appendices</b>	<b>63</b>
Appendix 1 – Member appointments	64
Appendix 2 - Tree assessor appointments	67
Appendix 3 - Justice of the Peace trial appointments	68
Appendix 4 – QCAT practice directions	71
Appendix 5 – Compliance checklist	72

## List of figures

Figure 1: QCAT organisational structure 2013-14	9
Figure 2: Lodgements and finalisations 2013-14	14
Figure 3: QCAT mediation settlement rates 2012-13 v 2013-14	28
Figure 4: Compulsory conference settlement rates	28
Figure 5: Civil matters lodgements 2012-13 and 2013-14	31
Figure 6: Civil matters clearance rates 2012-13 and 2013-14	31
Figure 7: Administrative and Disciplinary matters lodgements 2012-13 and 2013-14	31
Figure 8: Administrative and Disciplinary matters clearance rates 2012-13 and 2013-14	32
Figure 9: Civil and disciplinary division matters times to finalisation	32
Figure 10: Human rights lodgements 2012-13 and 2013-14	36
Figure 11: Human rights clearance rates 2012-13 and 2013-14	36
Figure 12: Human rights division matters time to finalisation	36
Figure 13: Minor civil dispute lodgements 2012-13 and 2013-14	39
Figure 14: Minor civil dispute clearance rates 2012-13 and 2013-14	39
Figure 15: Minor civil dispute matters average time to hearings	39
Figure 16: Appeals lodgements	42
Figure 17: Appeals clearance rates	42
Figure 18: JP trial hearings	47
Figure 19: Adjournments	47
Figure 20: Adjournment rates for matters heard by a JP panel	47

## List of tables

Table 1: Pending cases and clearance rates	14
Table 2: Service delivery	14
Table 3: Engagement	15
Table 4: Lodgements and clearance rates by jurisdiction	15
Table 5: 2013-14 QCAT financial statement	18
Table 6: Type and number of limitation orders made 2013-14 under the <i>Guardianship and Administration Act 2000</i>	37
Table 7: Guardians for restrictive practices finalised applications 2013-14	37
Table 8: Containment, seclusion and other restrictive practices approvals 2013-14	37
Table 9: Residential tenancy applications lodged in 2013-14	40
Table 10: Residential tenancy application types managed by QCAT in 2013-14	40
Table 11: Residential tenancy hearings and finalisations in 2013-14	40
Table 12: Residential tenancy reopenings and appeals managed by QCAT in 2013-14	40
Table 13: JPs appointed to QCAT	47
Table 14: Appeals filed on matters heard by a JP panel	48
Table 15: Complaints filed on matters heard by a JP panel	48