



# Our staff

QCAT registry staff work with our decision-makers and Magistrates Courts staff to deliver tribunal services across Queensland.

Research shows a 70 per cent employee satisfaction rating (internal research) and staff have also participated in the DJAG Employee Opinion Survey (results pending).

A staff committee has been formed to deliver the QCAT Reward and Recognition program. The program recognises achievement in service delivery, innovation and culture.

## Our workforce

As at 30 June 2014, QCAT has an establishment of 111 permanent positions, and four temporary Hearing Support Officers employed for the Justice of the Peace Trial. An additional eight trainees successfully completed a Certificate III in Business Administration.

Of QCAT registry staff, there are 97 women (71 per cent) and 40 men, with 22 employed on part-time arrangements. Of QCAT's 23 senior and ordinary members and adjudicators appointed on a full-time or part-time basis, 71 per cent are women (see Appendix 1).

There were no early retirement, redundancy or retrenchment packages awarded in 2013-14.



*The QCAT JP trial project team were highly commended in the Innovation section of the 2014 DJAG Staff Excellence Awards. The team is pictured here with Director General John Sosso (centre front), QCAT President Justice David Thomas (third from right, back row) and former QCAT President Justice Alan Wilson (second from right, back row).*

### ***Workforce planning, attraction and retention***

During this reporting period, there has been a 16 per cent separation rate; the increase from previous financial years is due to the finalisation of trainees.

QCAT's commitment to ensuring employees achieve work-life balance is demonstrated by a number of staff participating in part-time arrangements, the provision of access to leave arrangements and flexible working hours.

### *Whistleblower protection*

QCAT supports the DJAG's policy to assist staff to make a public interest disclosure under the *Public Interest Disclosure Act 2010*. No disclosures were made by QCAT staff in 2013-14.

## Governance operations

List of consultants:

- KPMG: Assessment of QCAT's Financial Sustainability (\$95,521.00 excl GST)
- KPMG: QCAT Mediation Pilot Program Evaluation (\$30,049.00 excl GST)

Cost of overseas travel:

- Australian Institute of Judicial Administration Conference, Wellington, New Zealand
  - Senior Member Peta Stilgoe (\$2424.00)
  - Ordinary full time member Susan Gardiner (\$2202.00)

# Glossary and abbreviations

## Glossary

active case management	when QCAT members take a proactive role in the management of cases for example, listing the case for a compulsory conference, to ensure the case progresses steadily
adversarial	a legal system or proceeding that involves conflicting parties or interests
alternative dispute resolution	resolution of a matter through mediation or conferencing rather than the adversarial process
compulsory conference	a dispute resolution method used to mediate settlement, identify issues in dispute and make orders and directions
directions	the tribunal has to the power to order parties to do certain things to streamline the progress of a matter before the tribunal e.g. to file and exchange material
jurisdiction	the legislative power of the tribunal to hear and determine certain matters
mediation	a dispute resolution method used for bringing about agreement or reconciliation between parties. This involves exploring possible agreement without an adversarial hearing. Mediations are conducted by an impartial dispute resolution professional

## Abbreviations and acronyms

the Act	<i>Queensland Civil and Administrative Tribunal Act 2009</i>
ADL	anti-discrimination list
ADR	alternative dispute resolution
CAD	civil, administrative and disciplinary
CML	<b>children's matters list</b>
DJAG	Department of Justice and Attorney-General
DRB	Dispute Resolution Branch
GAR	general administrative review
JP	Justice of the Peace
JPCD Act	<i>Justices of the Peace and commissioners for Declarations Act 1991</i>
MCD	minor civil dispute
NDR	neighbourhood dispute resolution
OCR	occupational regulation
RSL	retail shop leases