

2014-15 snapshot

109% clearance rate

user satisfaction rating of 71%

over 60,000 people used QCAT services

over 10,000 human rights applications

30% increase in searches of register and records

12% increase in translation and interpreter services

over 103,000 calls managed

more than 10,000 visitors to our Brisbane counter

0.8% complaint rate

appeal rate of less than 2%

3,424 matters heard by JP panels

over 1.6 million pages viewed online

ABOUT US

The Queensland Civil and Administrative Tribunal (QCAT) was established to assist the community to resolve everyday issues as quickly, fairly and inexpensively as possible.

QCAT resolves disputes and makes and reviews decisions on diverse jurisdictions including:

- human rights (anti-discrimination, guardianship and administration for adults and children and young people matters)
- civil (e.g. building disputes and tree disputes)
- administrative (reviews of decisions by government agencies and statutory authorities)
- disciplinary (e.g. police and health professionals)
- minor civil disputes (including consumer, debt and residential tenancy disputes)
- appeals against decisions of the tribunal and some external agencies.

QCAT services are delivered throughout Queensland in conjunction with the Magistrates Court. Approximately half of matters are heard outside of Brisbane either by magistrates hearing QCAT minor civil disputes or regular hearings by QCAT members.

Our vision

Fair and just outcomes

Our mission

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

Our strategic priorities 2015-19

- Engaging with the community
- Service delivery
- Effective dispute resolution
- Managing the tribunal

Our jurisdictions

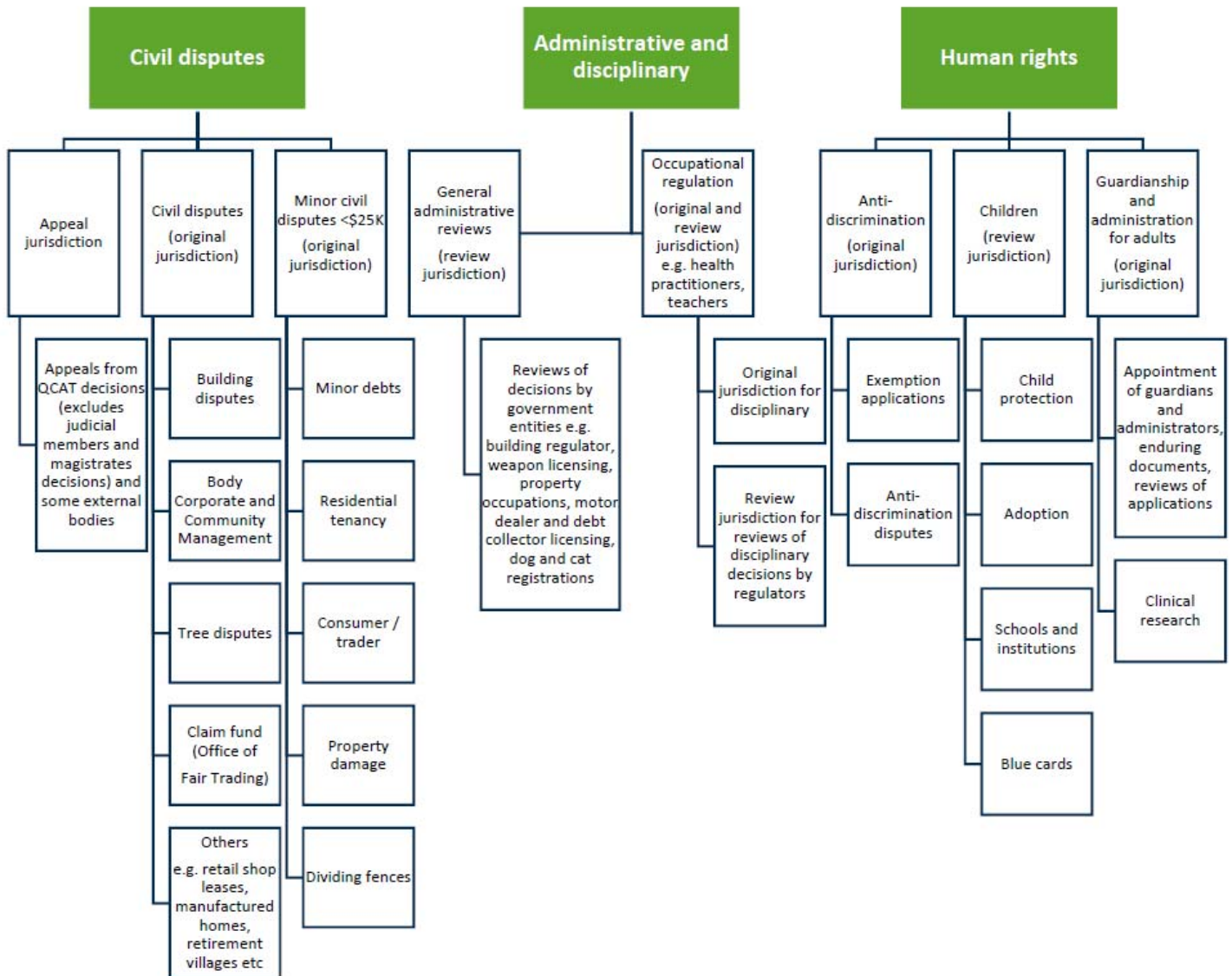


Figure 1: Overview of QCAT jurisdictions

Our service charter

Our VISION

Fair and just outcomes

Our VALUES

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.

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 website
- 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.

Our organisational structure

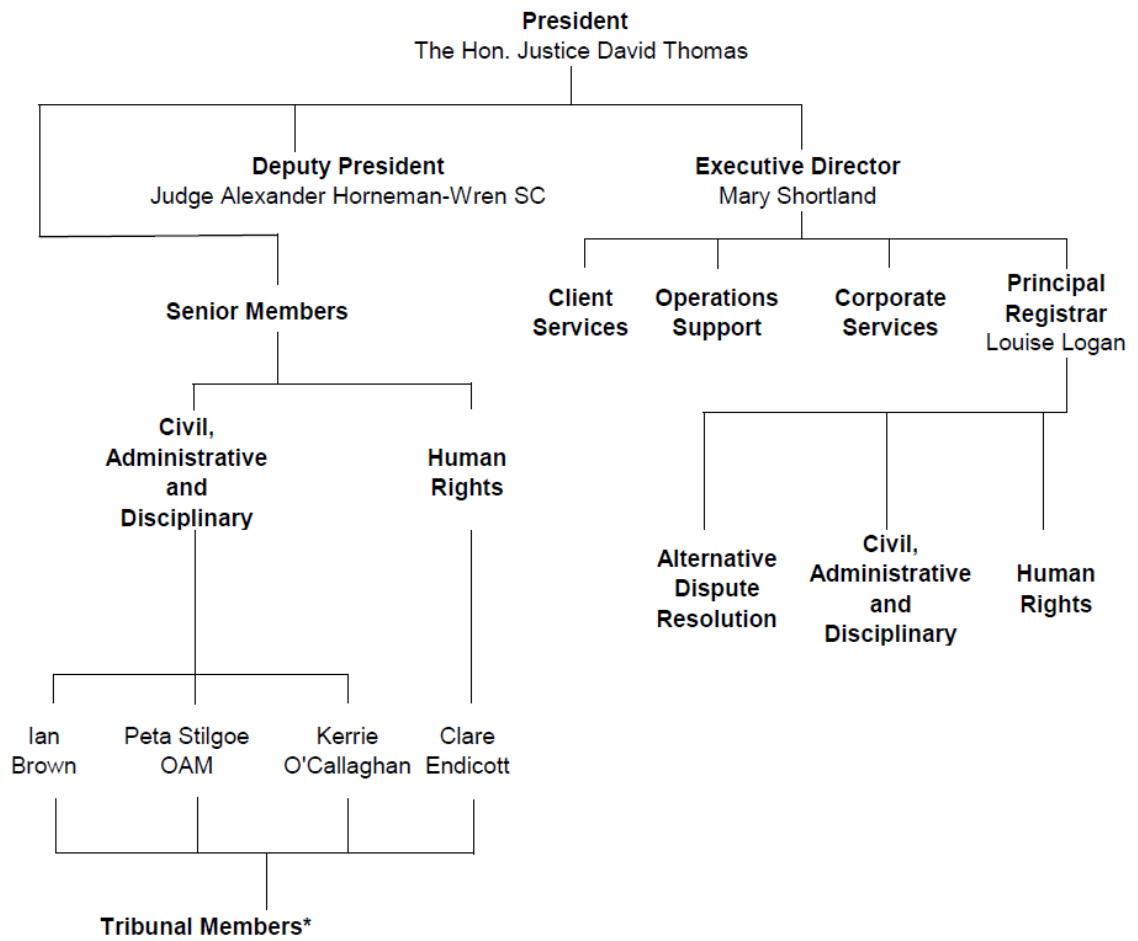


Figure 2: QCAT organisational structure 2014-15

** Tribunal members include: judicial members, ordinary members; sessional members; adjudicators, and appointed Justices of the Peace. Magistrates across Queensland are also tribunal members for minor civil disputes.*