

# Operations Support

The Operations Support division consists of scheduling, hearing support and transcription teams.

In 2011-12, the Operation Support division will strengthen the tribunal's presence throughout Queensland through targeted stakeholder engagement e.g. scheduling staff visiting courthouses throughout Queensland to liaise with Magistrate Court staff and ensure accessibility and effectiveness of services in regional and remote Queensland.

## Scheduling

The scheduling team supports tribunal members and case managers by scheduling proceedings, including at magistrate courts in regional and South-East Queensland.

The scheduling team has scheduled over 12,000 proceedings throughout Queensland in 2010-2011 (excluding minor civil disputes) including mediations, compulsory conferences, directions hearings, expert conclaves and hearings.

## Hearing support

The hearing support team provide support to members and adjudicators in hearings. This support can include liaising with parties, recording the proceedings, swearing in witnesses, producing orders and other general assistance.

A team of 20 hearing support officers provide support to members and adjudicators throughout Queensland. Most days, seven to eight hearing support officers are providing support on hearing circuits including far north and remote Queensland. Hearing support officers spend nine days a fortnight in hearings throughout the State.

The work of the hearing support team was recognised in Department of Justice and Attorney-General's 2011 staff excellence awards presented in July. The team received a commendation in the Commitment to Purpose category for their dedication to delivering high quality services and striving for quality and excellence.

## Transcription

The transcription team provides a service to the members and adjudicators, case managers and parties seeking audio recordings of hearings. Requests for reasons for decisions can be provided by audio in accordance with section 123 of the QCAT Act.

In 2010-11, the transcription team processed approximately 1,385 requests for transcripts (537), reasons (432) and audio recordings (416).