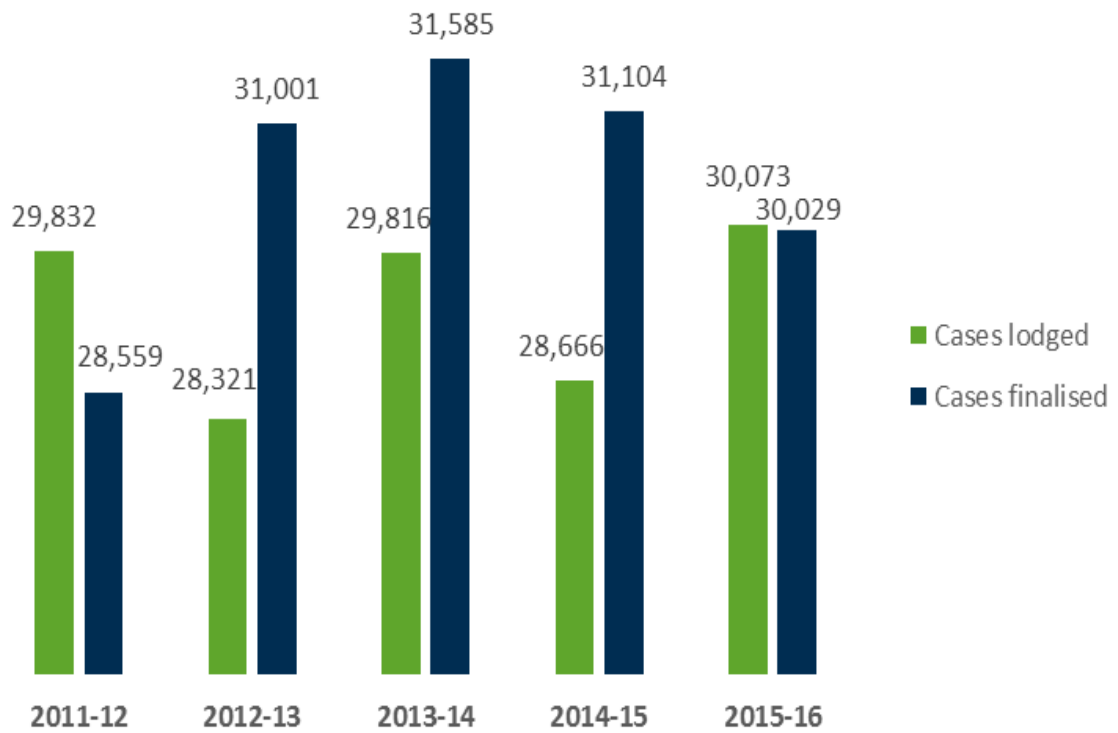


# Our key initiatives for 2015-16

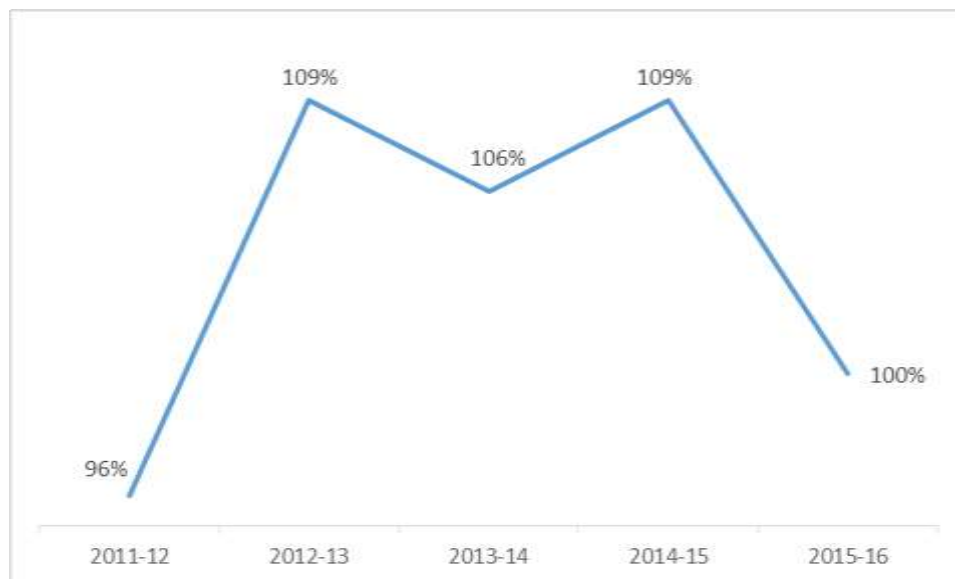
eMediations	Trialling the use of Skype technology to increase mediation and compulsory conference accessibility. Administration and technology requirements implemented. Trial continuing with results being monitored.
Online Forms	Four new forms delivered.
Workforce Reinvigoration Program	Built upon our workforce reinvigoration program commenced in 2013-14 to provide leadership development, long term workforce planning and improved performance management.
Leadership Development Project	Delivery of leadership development to aspiring leaders in the registry through a structured program of mentoring, peer support, workshops and workplace initiatives.
Targeted Training for Staff	Delivered targeted training to registry staff across a range of topics including communication, jurisdictions and mediator professional development.
Hospital hearings	Partnership initiative with Queensland Health for guardianship hearings to be fast tracked and held in hospitals for users currently hospital bound. Trial continuing.
Justices of the Peace	The use of Justices of the Peace to hear minor civil disputes involving claims under \$5,000. Now forms part of business-as-usual.
Member Process Review	A member driven review involving an examination by members of the processes used by the Tribunal, which culminated in a one day workshop facilitated by external accounting firm, KPMG, and a final report to be presented by KPMG.
Publication of Decisions	A review of the process by which QCAT decisions are published on the Supreme Court Library website, including incorporating the best practice guidelines into the written decisions, to ensure timeliness of publication and accuracy in presentation.
Adopting use of Westlaw for Catchwords	In writing decisions, members have agreed to, and been trained on the use of, the Westlaw catchword system. Use of the system will increase the accessibility of their decisions which, in turn, will enhance consistency of decisions within the Tribunal and across Tribunals.
Child protection initiatives	<ul style="list-style-type: none"> <li>• Developed and started capturing themes arising in compulsory conferences in child protection reviews to enhance understanding and reporting on outcomes in this jurisdiction.</li> <li>• Launched a <a href="#">child friendly webpage</a> and a child friendly complaints process.</li> <li>• Published a new practice direction for child protection reviews.</li> </ul>

# Our year

## Workload and outcomes



Lodgements and finalisations to 2015-16



## Service delivery

Service performance	2013-14	2014-15	2015-16
Cases lodged	29,816	28,666	30,073
Cased finalised	31,585	31,104	30,029
1300 calls managed	99,157	103,718	112,370
Call response time	3.13 minutes	9.02 minutes	3.17 minutes
Search request of Tribunal records	13,737	17,572	16,772
Counter enquiries	10,767	10,623	11,955
Proceedings scheduled <sup>#</sup>	17,926	17,428	17,607
Cost per matter (average)	\$621	\$630	\$674
Interpreter and translation services provided	237	266	290
Complaint rate	0.8%	0.8%	0.9%
User satisfaction rating	72%	71%	82%

### Service delivery results

*# excluding minor civil disputes*

## Outcomes by jurisdiction

	Lodgements			Clearance rates		
	2014-15	2015-16	Difference	2014-15	2015-16	Difference
<b>Human rights</b>						
Anti-discrimination	108	104	-4%	101%	95%	-6%
Children	297	348	17%	94%	94%	0%
Guardianship	10,402	11,623	12%	101%	95%	-6%
<b>Civil</b>						
Building	265	307	16%	116%	90%	-26%
Retail shop leases	126	150	19%	107%	91%	-16%
Minor civil disputes	16,030	16,222	1%	113%	109%	-4%
Other civil disputes	88	78	-11%	115%	103%	-12%
Neighbourhood disputes	208	203	-2%	106%	100%	-6%
<b>Administrative and disciplinary</b>						
General administrative review	316	314	-1%	126%	94%	-32%
Occupational regulation	240	216	-10%	118%	104%	-14%

### Lodgements and clearance rates by jurisdiction

\*Please note: clearance rate = number of matters finalised ÷ number of lodgements x 100

## Pending matters by jurisdiction

Jurisdiction	2014-15	2015-16	Difference (n)
<b>Human rights</b>			
Anti-discrimination	65	67	2
Children	134	166	32
Guardianship	1904	2418	514
<b>Civil</b>			
Building	151	168	17
Retail shop leases	44	81	37
Minor civil disputes	105	42	-63
Other civil disputes	39	38	-1
Neighbourhood disputes	100	97	-3
<b>Administrative and disciplinary</b>			
General administrative review	184	198	14
Occupational regulation	256	223	-33
<b>Appeals</b>			
To QCAT Appeal Tribunal	242	219	-23
<b>Total</b>	<b>3224</b>	<b>3717</b>	<b>493</b>

### Pending matters by jurisdiction

# Our financial performance

	Budget (\$m)	Actual (\$m)	Variance (\$m)
<b>Income</b>			
Appropriation	16.733	18.087	1.354
User charges	2.713	2.713	
Justice of the Peace project	0.985	0.838	(0.147)
<b>Total revenue</b>	<b>20.431</b>	<b>21.638</b>	<b>1.207</b>
<b>Expenses</b>			
Staff employment costs	9.637	9.946	(0.309)
Member costs	5.198	5.696	(0.498)
Property costs	2.468	3.299	(0.831)
Overhead	2.143	1.859	0.284
Justice of the Peace project	0.985	0.838	0.147
<b>Total operating expenses</b>	<b>20.431</b>	<b>21.638</b>	<b>(1.207)</b>

## 2015-16 QCAT financial statement

### Funding

QCAT's total income for 2015-16 was \$21.638m.

### Expenditure

QCAT's expenditure was \$21.638m.

This year we conducted a review of our fees structure to ensure QCAT was applying a sustainable model balanced against maintaining ready access to justice. As a result, we clarified through a practice direction the correct method for invoicing QCAT's search fees. This made it clearer for our staff and interested parties to apply and understand the correct fees.

In addition, the Tribunal made recommendations about suitable amendments to our fee structure to reduce unmeritorious QCAT applications and to enable cost recovery for photocopying the registry undertakes for parties to proceedings. We anticipate amendment to the fee regulation in 2016-17 will give effect to these changes.

Section 231 of the *Queensland Civil and Administrative Tribunal Act 2009* states QCAT must maintain a trust account to receive and hold amounts the Tribunal orders to be paid to the trust account for a proceeding. The QCAT trust account has transitioned to an online facility which provides a streamlined process for reporting and managing funds.

Work commenced this year on improving integration between Auscript and sessional member schedules. Auscript is QCAT's recordings and transcripts service provider. The new integrated program will be completed next year, improving staff and cost efficiencies.