



Our performance

Our workload and outcomes*

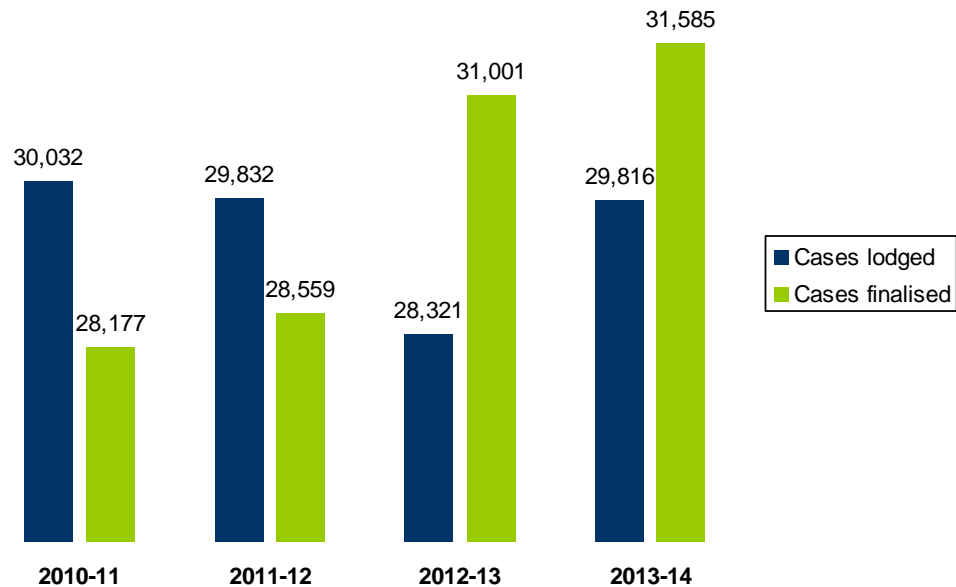


Figure 2: Lodgements and finalisations 2013-14

	2012-13	2013-14	% difference
Cases pending (period end)	5467	3,502	36%
Overall clearance rate	109%	106%	(3%)

Table 1: Pending cases and clearance rates

Service delivery

Service/ performance	2012-13	2013-14
1300 calls managed	98,985	99,157
Call response time	10.12 minutes	3.13 minutes
Search request of tribunal records	10,654	13,737
Counter enquiries	9,207	10,767
Proceedings scheduled [#]	18,268	17,926
Cost per matter (average)	\$624	\$621
Interpreter and translation services delivered	193	237
Complaint rate	0.8%	0.8%

Table 2: Service delivery
[#] excluding minor civil disputes

Engagement

Service/ performance	2012-13	2013-14
Client satisfaction rating	74%	72%
Stakeholder satisfaction rating	75%	73%
Employee satisfaction rating	71%	70%

Table 3: Engagement

Outcomes by jurisdiction

	Lodgements		% difference	Clearance rates		% difference
	2012-13	2013-14		2012-13	2013-14	
Human rights						
Anti-discrimination	108	114	6%	135%	111%	-18%
Children	237	256	8%	100%	97%	-3%
Guardianship	9746	10,411	7%	104%	96%	-8%
Civil						
Building	329	307	-7%	126%	111%	-12%
Retail shop leases	130	127	-2%	115%	115%	0%
Minor civil disputes	16,070	16,923	5%	113%	112%	-1%
Other civil disputes	118	108	-8%	141%	106%	-25%
Neighbourhood disputes	270	196	-27%	80%	131%	64%
Administrative and disciplinary						
General administrative review	400	464	16%	107%	96%	-10%
Occupational regulation	376	276	-27%	93%	127%	37%
Appeals						
Appeals	522	586	12%	103%	94%	-9%

Table 4: Lodgements and clearance rates by jurisdiction

*NOTE: clearance rate = number of matters finalised ÷ number of lodgements x 100

Our achievements and priorities

Key achievements in 2013-14

Performance

- managing almost 30,000 applications and finalising over 31,500 matters to support dispute resolution in the community
- achieving an overall clearance rate of 106 per cent against a 100 per cent target
- a Tribunal Excellence Framework rating of 6, reflecting an innovative and strategic organisational approach
- employee satisfaction rating of 70 per cent despite ongoing government reform
- decrease in costs per matter (calculated through application of an activity-based costing methodology)



Service delivery

- management of nearly 100,000 calls to the QCAT 1300 number, with a significant improvement (over two-thirds) in phone response times
- processing over 13,700 tribunal register and record searches and providing assistance to over 10,000 clients visiting the Brisbane registry

Reforms

- supporting the transition to a new QCAT President in October 2013
- response to the QCAT Review (required by the Act)

Innovation

- over 3000 matters heard by JP panels as part of the QCAT JP Trial
- **reducing 'red tape' through** online form development and review of 16 existing forms

Engaging with the community

- delivery of minor civil dispute community information forum to ensure access to information on our most popular jurisdiction
- client satisfaction rating of 72 per cent, reflecting a commitment to accessibility; courtesy and respect; prompt and accurate advice; and efficient service delivery
- supporting accessibility through the fee waiver program (450 waived this year)
- over 1.7 million pages viewed on the QCAT website

- stakeholder satisfaction rating of 73 per cent
- service delivery partnership with Magistrates Courts throughout Queensland
- ongoing delivery of recommendations from the Queensland Child Protection Commission of Inquiry 2013.

Priorities for 2014-15



The *QCAT Strategic Plan 2013-2016* outlines five strategic priorities to achieve our vision to actively resolve disputes in a way that is fair, just, accessible, quick and inexpensive. The strategic priorities included within the plan are:

- engaging with the community
- service delivery (resourcing, people and processes)
- expertise and governance (roles and responsibilities)
- jurisdictional coverage and demand management
- embedding alternative dispute resolution (ADR).

Specific priorities for the year include:

Online service delivery is a priority for QCAT

- implementing the Government's response to the QCAT Review
- appointment of members and adjudicators
- ongoing delivery of the JP Trial
- development of online and digital service delivery solutions
- continuous improvement of cost effective service delivery which meets community needs
- ongoing engagement with people who use QCAT
- investigating accommodation options to ensure delivery of accessible services
- **implementing Commission of Audit recommendations as part of DJAG's renewal program relevant to the tribunal**
- implementing recommendations from the Queensland Child Protection Commission of Inquiry 2013.

Our financial performance

	Budget (\$m)	Actual (\$m)	Variance (\$m)
Income			
Appropriation	16.155	17.464	1.309
User charges	2.700	2.507	(0.193)
Justice of the Peace project	0.874	0.874	0
Total revenue	19.729	20.845	1.116
Expenses			
Staff employment costs	9.672	9.699	(0.027)
Member costs	5.156	5.758	(0.602)
Property costs	3.097	3.055	0.042
Overhead	0.930	1.459	(0.529)
Justice of the Peace project	0.874	0.874	0
Total operating expenses	19.729	20.845	(1.116)

Table 5: 2013-14 QCAT financial statement

Funding

QCAT's total income for 2013-14 was \$20.845m.

Expenditure

In 2013-14, QCAT's recurrent expenditure was \$20.845m.

2013-14 financial statements for QCAT

The 2013-14 audited financial statements for QCAT are published within the Department of Justice and Attorney-General's Annual Report 2013-14.