

## Client Services

The Client Services team delivers service activities including reception counter service at the Brisbane QCAT registry office, call centre functions and minor civil dispute (MCD) case management.

In an average month, the Client Services team receives 8,606 phone calls and assists with thousands more email and face-to-face enquires.

The focus for 2011-12 remains on implementing strategies to ensure consistent levels of timely service, including relevant collection and analysis of demand data, and development of appropriate business and community engagement and education strategies.

## Corporate Services

The Corporate Services team delivers human resources, training, marketing and communication and legal services to support the QCAT Registry, tribunal members and adjudicators.