

Electronic lodgement (eLodgement)

The Queensland Civil and Administrative Tribunal (QCAT) is committed to actively resolving disputes in a way that is fair, just, accessible, quick and inexpensive.

What is eLodgement?

eLodgement allows QCAT clients to lodge [minor debt](#) applications and requests for [decisions by default](#) applications online. The eLodgement service is provided by CITEC Confirm and allows you to:

- lodge applications and documents 24 hours a day, seven days a week
- file multiple QCAT applications in one transaction
- receive online responses to requests for decisions by default.

What are the benefits of e-lodgement?

The eLodgement system can save you time by:

- removing the need to attend the registry to lodge forms
- allowing you to track document status online e.g. filed, rejected or pending
- automatically recalling your details when you log in
- automatically calculating fees and transaction costs
- providing flexible billing options
- providing access support over the phone or email.

How much does eLodgement cost?

Information about eLodgement application charges is available from CITEC Confirm via www.confirm.com.au.

Note: This fee is in addition to the QCAT application fee, which for minor debt depends on the value of the dispute. For more information on QCAT fees visit www.qcat.qld.gov.au.

Who is eligible to register to use eLodgement?

To use eLodgement to lodge QCAT applications, you must register as an eLodgement user with CITEC Confirm and be accepted by QCAT as an approved entity. For more information on approved entities see [QCAT Practice Direction No 2 of 2011](#) available from www.qcat.qld.gov.au. Practice directions are guidelines for QCAT proceedings and processes.

How do I register for eLodgement?

Step 1 – Contact CITEC Confirm via 1800 773 773 or visit www.confirm.com.au to register as a user. CITEC Confirm will advise you what paperwork is required which will also assist with step 2.

Step 2 – CITEC Confirm will contact QCAT to arrange approval of your application as an approved entity. An approved entity is either a solicitor or firm of solicitors; or another entity approved by QCAT.