



President and
Executive
Director
messages

Message from the President



It has been my pleasure to assume the presidency of the Queensland Civil and Administrative Tribunal (QCAT) from October 2013.

Considerable thanks are due to Justice Alan Wilson, my predecessor and inaugural QCAT President. The dedication and commitment of Justice Wilson in establishing the tribunal and its processes is reflected in his recent award for achievement in judicial administration from the Australian Institute of Judicial Administration (AIJA).

As we approach 5 years as a ‘super tribunal’, it is timely to reflect on what QCAT has delivered for the Queensland community. Through a commitment to actively resolve disputes in a way that is fair, just, accessible quick and inexpensive, QCAT has consolidated its role in the justice system, and established a robust system of dispute resolution.

It is timely that we now participate in the Department of Justice and Attorney-General’s QCAT Review to ensure we continue to meet the objects of our Act, and that those objects remain relevant. Indeed the objects of the Act can serve to reflect what the entire justice system should deliver.



Since October 2013 I have been impressed by those groups that make QCAT what it is; magistrates who hear Tribunal matters as members throughout the State; members and adjudicators who consistently deliver considered decisions; assessors who provide assistance and expertise; Justices of the Peace who are making a significant contribution to our innovative trial; and registry staff who continue to provide exceptional service delivery in the face of a constrained fiscal environment.

I look forward to leading the Tribunal to deliver on upcoming challenges and opportunities.

Justice David Thomas – QCAT President
September 2014

Message from the Executive Director



QCAT delivers exceptional service to the Queensland community.

Our performance

Our delivery of a 106 per cent overall clearance rate is a 15 per cent increase from our first reporting year in 2010-11. This reflects the ongoing commitment by decision-makers and staff to continuous improvement.

Engaging with the community is crucial to delivering this clearance rate; better understanding by users of our processes makes for increased efficiency and effective dispute resolution.

The quality of our service delivery is reflected in our outstanding results in client (72 per cent) and stakeholder (73 per cent) satisfaction. These results are boosted by service delivery outcomes such as phone response times improving by over two-thirds; improved clearance rates; and commitment to client education.

Over 60,000
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A green circular graphic with a thin border, containing text in a green, sans-serif font. The text is centered within the circle and reads: "Over 60,000 people were involved in QCAT matters last year".

Our projects

The QCAT JP Trial continues to make a significant contribution to Government commitments to reduce the backlog in courts and tribunals. The award-winning and innovative project will continue in the coming year as we await outcomes of evaluation by the Attorney-General.

This year we will also continue to respond to outcomes of the QCAT Review.

Our future

Recent projections forecast that by 2019 the Tribunal will manage over 35,000 matters annually, an increase of over 3 per cent each year. It is likely this increase will be predominantly in building, guardianship and administration and children's matters.

We know that as our population ages there will be increased demand for tribunal services for older Australians. These changing demographics will bring fresh challenges for the tribunal; an increased provision of no-fee services to the community.

We are mindful of these longer-term challenges, and of our immediate focus to manage community engagement; service delivery; our governance; jurisdictional coverage and demand management; and effective alternative dispute resolution (ADR).

Through a continued focus on these objectives, we will continue to resolve disputes for the community and be ready for the challenges and opportunities to come.

Mary Shortland – QCAT Executive Director
September 2014