

ENGAGING WITH THE COMMUNITY

User satisfaction

The overall satisfaction rating of 71 per cent (comparable to 72 per cent in 2013-14) reflects a high level of satisfaction with QCAT service delivery regardless of case outcomes.

“QCAT staff were courteous, helpful and professional. The experience was much less stressful than I anticipated.”

QCAT user, 2015

The user satisfaction rating includes assessment of accessibility; service delivery; outcomes; knowledge and skills; fairness; and member conduct and professionalism.

Key results included:

- 76 per cent of users agreed they were treated with courtesy and respect
- 73 per cent were satisfied they received a prompt response from the Tribunal
- 71 per cent of users agreed QCAT was easy to access.

Based on user satisfaction through jurisdictions:

- human rights matters had an 80 per cent user satisfaction rating
- minor civil disputes had an 8 per cent increase in user satisfaction (to 65 per cent)
- civil, administrative and disciplinary matters had a 7 per cent increase in user satisfaction (to 67 per cent).

Key issues raised by tribunal users included enforcement of decisions, and some aspects of service delivery. In 2015-16 we will work towards improving understanding of enforcement of decisions and work within our financial and resourcing constraints to maintain and improve service delivery.

“I would highly recommend others in my position to seek amicable outcomes and solutions from QCAT.”

QCAT user, 2015

Customer insight research

In collaboration with the DJAG Digital Transformation team, QCAT participated in customer insight research to understand how our users access our services. Using over 340 responses, the research provided benchmarks for how our users use the internet, how they prefer to use government services, and opportunities to improve online services.

The research will be conducted again in 2015-16.

Our stakeholders

In 2014-15 our stakeholder engagement included:

- presentations on the QCAT commitment to alternative dispute resolution to the Council of Australasian Tribunals and National Mediation conferences
- support for Carers Queensland to develop a series of explainer videos on adult guardianship and administration
- provision of training for support organisations including the Court Volunteer Network and Queensland Public Interest Law Clearing House (QPILCH)
- establishment of government and non-government user groups for key child protection stakeholders
- regular contributions to stakeholder publications e.g. the RTA's *Open House* newsletter
- presentations by staff and decision-makers to a diverse range of community groups and stakeholders e.g. the Queensland Law Society, the Queensland Justices Association and the Office of the Public Guardian.

QCAT are represented on groups including:

- the Queensland Building and Construction Commission (QBCC) customer reference group
- the Auscript Outsourcing Stakeholder Forum
- the Elder Abuse Prevention Unit reference group.

Support and advocacy

The QPILCH Self Representation Service (SRS) provides free legal advice and assistance to self-represented parties in eligible QCAT jurisdictions including anti-discrimination, child protection, guardianship and administration, administrative review and QCAT appeals. In 2014-15, the SRS provided 296 appointments to QCAT users including providing preliminary

“Having a person there to greet me upon arrival, explain the basics and answer questions was fantastic.”

QCAT user, 2015

advice, completing QCAT application forms, assistance with submissions and statements, preparing for hearings or compulsory conferences, and advice on the merits of an appeal.

In 2014-15 Court Network Volunteers provided assistance to more than 8,805 people using QCAT in Brisbane. Of those assisted; 54 per cent were the applicant, 25 per cent were for tenancy matters, 14 per cent were for guardianship matters, and 79 per cent were unrepresented.

A range of community legal centres throughout Queensland also play a key role in supporting people using QCAT services with advice, advocacy and representation.

Communicating decisions

In 2014-15, the Supreme Court of Queensland Library published 656 decisions of the tribunal and 295 decisions of the appeal tribunal. Tribunal decisions are available from <http://www.sclqld.org.au/caselaw/QCAT>

Our commitment to accessibility

Some of the ways we ensure accessibility include:

- no-fee human rights jurisdictions i.e. adult guardianship and administration, children and young people matters, and anti-discrimination
- availability of phone or video facilities for parties unable to attend proceedings in person
- provision of QCAT proceedings in regional and rural locations via magistrates courts
- access to interpreter and translation services for people of cultural and linguistically diverse communities
- availability of face-to-face mediations in regional locations through Dispute Resolution Centres
- hearing loop facilities in Brisbane hearing rooms to ensure access for parties with hearing impairments
- working with hospitals in South East Queensland to deliver off-site hearings for guardianship and administration matters for vulnerable adults
- availability of a fee waiver program to users experiencing financial hardship.