

OUR WORK

Alternative Dispute Resolution

- QCAT coordinates the delivery of mediation services for minor civil disputes via internal mediators and the Dispute Resolution Branch (DRB) of the Department of Justice and Attorney-General (DJAG)
- mediation provides parties with quick, informal, fair and cost-effective dispute resolution
- QCAT offers other dispute resolution services including mediation in other jurisdictions, compulsory conferences and hybrid hearings

Civil, Administrative and Disciplinary

- civil matters including building disputes; body corporate and community management; tree disputes; manufactured homes and retirement villages; and retail shop leases
- review of administrative decisions
- occupational regulation and disciplinary matters including teachers, health professionals and legal practitioners

Human Rights

- guardianship and administration for adults
- anti-discrimination
- children and young people matters and education matters

Minor civil disputes

- debts
- consumer and trader disputes
- property damage caused by the use of a motor vehicle
- repairs to a defect in a motor vehicle
- dividing fence disputes
- residential tenancy matters

Appeals

- appeals are heard by an internal Appeal Tribunal
- not every decision of QCAT can be appealed
- appeal processes may differ depending on who made the original decision

Alternative Dispute Resolution

Our year

Service delivery

- over 2,000 minor civil dispute (MCD) mediations conducted across Queensland by accredited mediators
- 1,964 MCDs (8 per cent of total MCD applications*) referred to Dispute Resolution Branch for mediation – 51 per cent resolved and did not require a QCAT hearing
- finalisation of review into MCD mediation models; new advisory mediation model implemented

Effective dispute resolution

- overall settlement rate of 51 per cent for mediation of minor civil disputes
- settlement rate of 85 per cent for mediation of other matters
- high user satisfaction with conduct of MCD mediations (92 per cent) and outcomes from the mediation process (71 per cent) by accredited QCAT mediators

“The mediator made everyone feel comfortable and everyone had their turn to speak.”

QCAT user, 2015

Engaging with the community

“We found it to be a fair and common sense process.”

QCAT user, 2015

- led establishment of the National Alternative Dispute Resolution Network
- regular engagement with the Dispute Resolution Branch (DRB) which provides MCD mediation services to QCAT, and the Magistrates Courts to ensure efficient scheduling
- presentations on QCAT approach to ADR to a range of educational institutions and the Council of Australasian Tribunals and National Mediation conferences

Looking forward

- ongoing implementation and review of the new process advisory model of mediation
- trial of desktop conferencing for MCD mediations
- ongoing investigation of ADR practices in the management of neighbourhood disputes

* Total MCD applications includes 16,030 matters heard by QCAT in SEQ and 8,092 heard via magistrates courts (total of 24,836).

Leading the way in dispute resolution

In 2015 QCAT initiated the National Alternative Dispute Resolution Network. The group brings together ADR specialists from each of the ‘super tribunals’ to:

- share ADR information and best practice
- collaborate on training, development and technology projects
- promote enhanced service delivery.

Alternative Dispute Resolution facts and figures

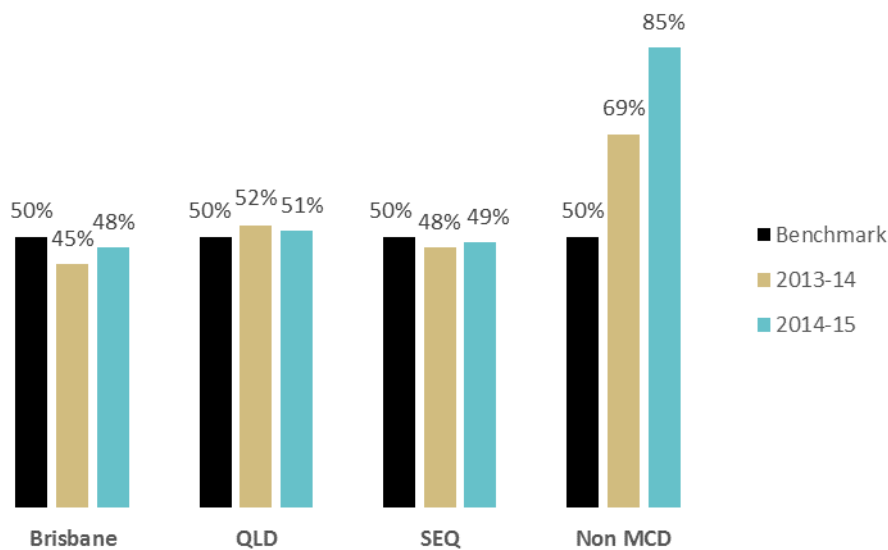


Figure 5: QCAT mediation settlement rates to 2013-14 and 2014-15

** Mediations in Brisbane are conducted by both DRB mediators and QCAT mediators. During 2014-15 DRB mediators achieved a 46% settlement rate while QCAT mediators achieved a 60% settlement rate. The figure noted above combines both sets of outcomes. In other centres MCD mediations are conducted solely by DRB mediators.

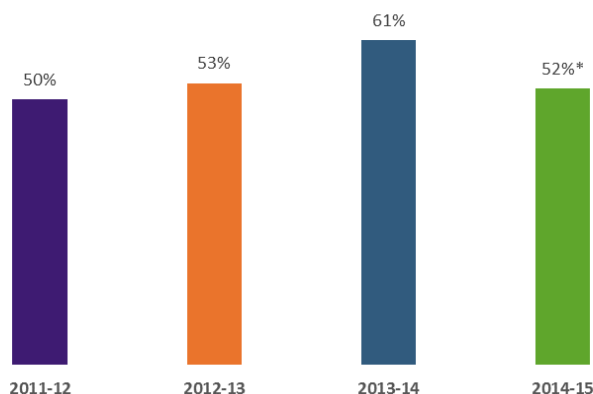


Figure 6: Compulsory conference settlement rates to 2014-15

* 2014-15 figure excludes compulsory conferences in review of decisions of the Public Safety Business Agency (the agency) relating to blue cards. Compulsory conferences are a dispute resolution method used across a range of matters. A compulsory conference may identify or clarify issues in dispute, make orders or directions to resolve the dispute, or find a solution to the dispute without proceeding to a hearing.

Civil, Administrative and Disciplinary

Our year

Service delivery

- all clearance rates over 100 per cent
- [QCAT Form 22 Application or referral – disciplinary proceeding](#) available for online completion and submission
- implementation of new legislation including the *Tattoo Parlours Act 2013*
- implementation of simplified processes in building, property and motor dealer matters to improve user experience and reduce costs
- trial of early intervention strategies to resolve building and tree disputes to reduce costs and timeframes

Engaging with the community

The division engages regularly with key stakeholders including the Australian Health Practitioner Regulation Agency (AHPRA), the Health Ombudsman, Queensland Building and Construction Commission (QBCC), the Queensland College of Teachers and the Queensland Law Reform Commission.

“Because we live overseas it was brilliant we could take part in the hearing over the phone”

QCAT user, 2015

Effective dispute resolution

- settlement rate of 48 per cent for compulsory conferences
- increasing utilisation of compulsory conferences as an early intervention dispute resolution tool

Looking forward

- continuing the review of case management process with an aim to reduce costs for users and reduce timeframes to resolution
- actively assist in the review of the *Neighbourhood Disputes (Dividing Fences and Trees) Act 2011* by the Queensland Law Reform Commission (QLRC) by providing data and information on the review to the QLRC
- ongoing review of the information available to users to assist them resolve their disputes at the earliest possible date

Our health practitioner jurisdiction

In 2014-15, the tribunal finalised 81 matters about health practitioners with a clearance rate of 150 per cent for this specific type of occupational regulation matter. In keeping with the Health Ombudsman Act 2013, the matters are heard by the Deputy President (judicial member), an assessor from the public panel, and two assessors from the professional panel. Health practitioners include chiropractors, dental practitioners, medical practitioners, medical radiation technologists, occupational therapists, optometrists, osteopaths, pharmacists, physiotherapists, podiatrists, psychologists, and practitioners of Chinese medicine.

Professional misconduct

The Medical Board of Australia applied to QCAT about a registered medical practitioner who allegedly dishonestly answered questions on his initial application for registration, and performed surgical procedures contrary to restrictions imposed by a foreign board.

The tribunal found the practitioner's behaviour and actions constituted professional misconduct. The tribunal indicated that had the practitioner been currently registered it would have cancelled his registration. It was ordered that he must never be registered as a health practitioner in the medical health profession.

Reviewing a decision

The Medical Board of Australia suspended the registration of a specialist urologist on the basis of three professional misconduct allegations. The practitioner applied to QCAT to review the decision on the basis the allegations were wrong or not properly made. The matter proceeded in the tribunal in relation to conduct concerning a patient from whom the practitioner removed the wrong kidney.

The Board had removed the suspension of the practitioner's registration after he had offered an undertaking not to practice. The Board subsequently refused the practitioner's request to have the undertaking revoked. The Board later reconsidered the matter, revoked the undertaking and imposed conditions on the practitioner's registration. The practitioner sought a review of each of the decisions to suspend, not to revoke the undertaking and to impose conditions. The tribunal found it had jurisdiction to review each decision, not just the last made. The tribunal found the practitioner did not pose a serious risk to any person or patient in his specialist area of practice and set aside the decisions of the Board.

Making fair fence decisions

Connie undertook construction work on her property. As part of the work she intended to remove and replace a fence adjoining her neighbour, Freya. Connie claimed the fence was on her land only.

Freya made an application to QCAT disputing the removal of the fence. She claimed the fence was a dividing fence on the boundary line, and acted as a regulation compliant fence for her pool. Freya claimed Connie should pay for a new fence, as her construction work had already damaged the fence.

Connie and Freya agreed a new fence was required.

The tribunal ordered a survey to determine the true boundary line between the two properties. The survey found that the fence sat on the common boundary, not solely in Connie's property. The tribunal found that a large portion of the fence had been damaged by Connie during construction works in her property.

The tribunal ordered a new dividing fence be erected within 60 days. The cost of the new fence was to be split; Freya was ordered to pay 20 per cent and Connie 80 per cent.

Applying the law to manufactured homes

A group of home owners in a manufactured home park disagreed with the park owner's decision to impose a nightly fee for visitors and extra car parking fees.

The home owners applied to QCAT to resolve the dispute.

The existing site agreements and the park rules were ambiguous as to any nightly fee or additional parking charges that should be paid.

The tribunal determined that as the site agreements did not contain a nightly amount for visitors or for extra parking fees, the decision of the park owner to impose the fees amounted to a 'proposed change' to the park rules. The park owners must comply with the requirements of the *Manufactured Homes (Residential Parks) Act 2003* to change any rules.

The tribunal ruled the fees could not be applied.

Civil, Administrative and Disciplinary facts and figures

BDL – building
GAR – general administrative review
NDR – neighbourhood dispute resolution (tree disputes)
OCR – occupational regulation
Other civil – matters including body corporate disputes, legal cost agreement claims, retirement village or manufactured home disputes etc
QBCC – Queensland Building and Construction Commission (formerly Queensland Building Services Authority)
RSL – retail shop lease

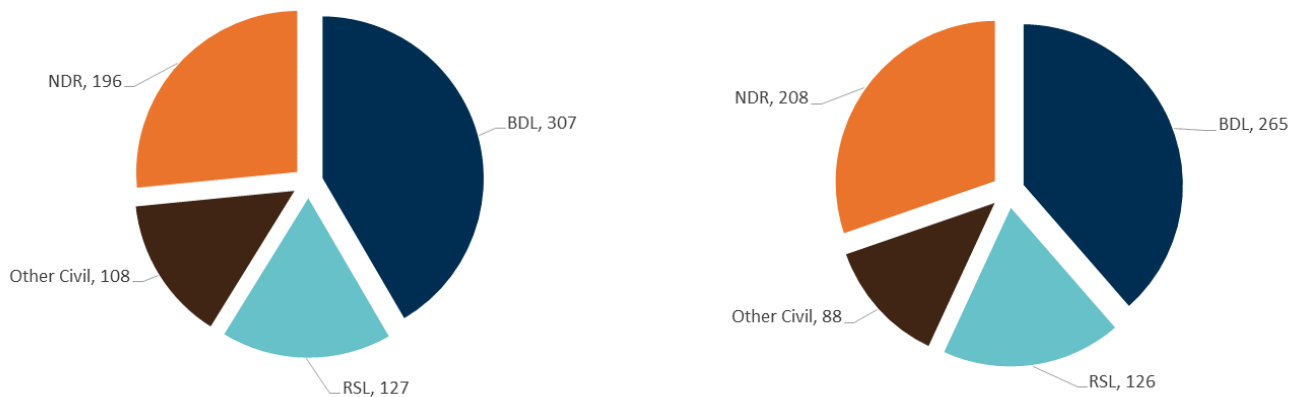


Figure 7: Civil matters lodgements 2013-14 and 2014-15

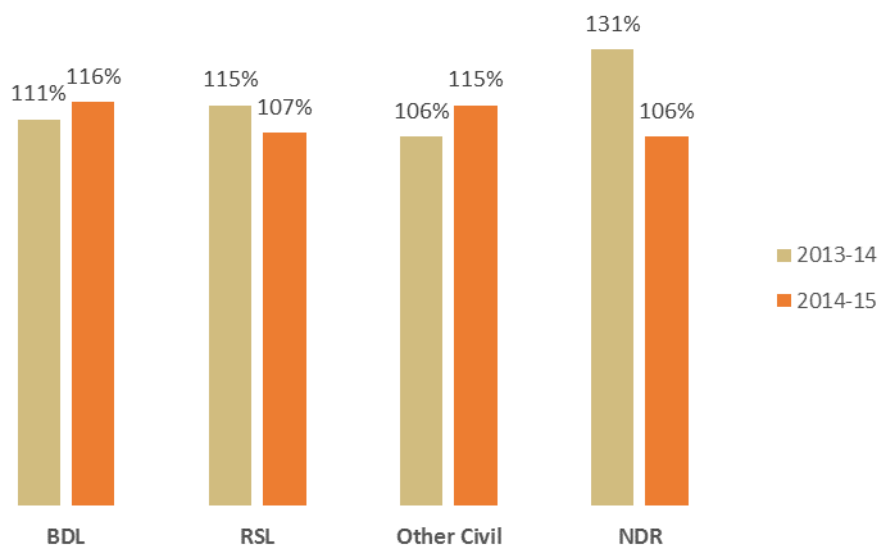


Figure 8: Civil matters clearance rates 2013-14 and 2014-15

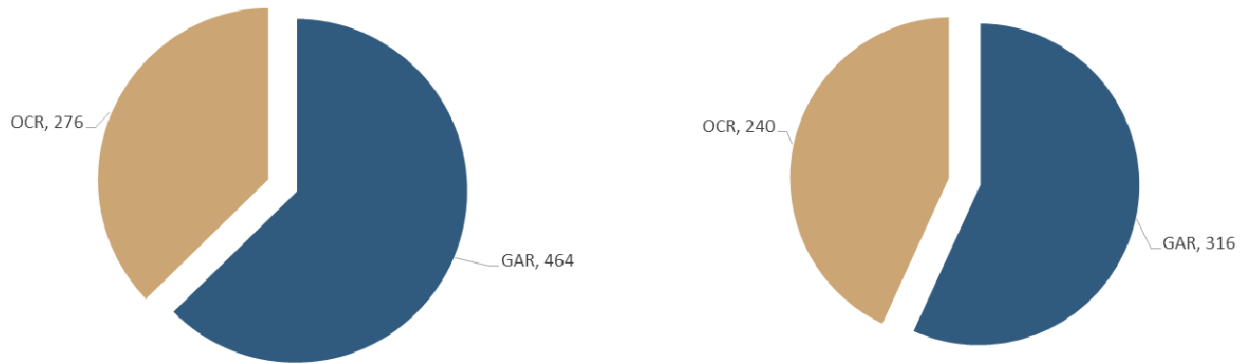


Figure 9: Administrative and disciplinary matters lodgements 2013-14 and 2014-15

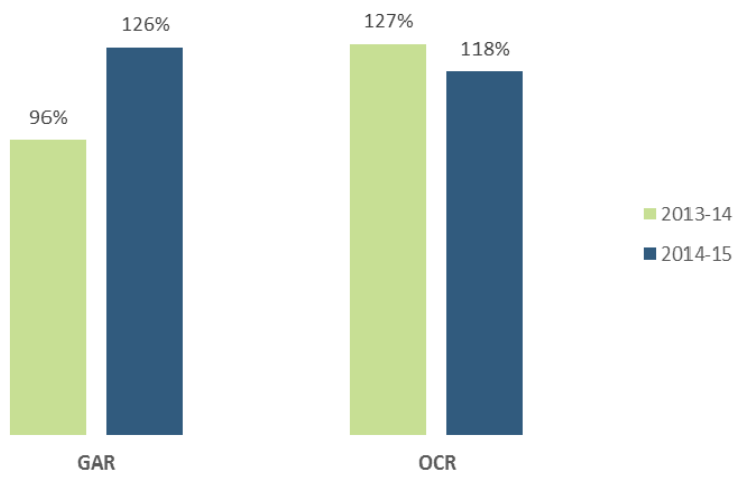


Figure 10: Administrative and disciplinary matters clearance rates 2013-14 and 2014-15

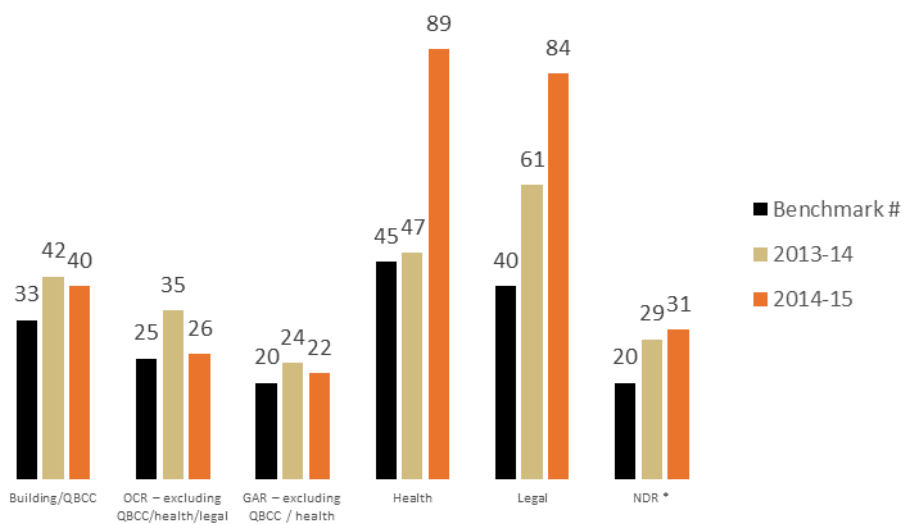


Figure 11: Civil and disciplinary matters weeks to finalisation 2013-14 and 2014-15

Human Rights

Our year

Service delivery

“QCAT helped us enormously with the daunting task we had in regards to the safety and wellbeing of our grandchild”

QCAT user, 2015

- increased applications in children and young people (+16 per cent) matters
- reduced finalisation times in all jurisdictions, including child protection matters
- increase in number of adults with guardianship or administration matters before the tribunal from 5,837 in 2013-14 to 6,054 in 2014-15
- delivery of off-site hearings for adults in guardianship and administration matters at South East Queensland hospitals
- ongoing implementation of strategies to respond to recommendations from the Queensland Child Protection Commission of Inquiry including:
 - the increased use of advocates to ensure views of children and young people are heard in QCAT proceedings
 - provision of child protection training for new tribunal members
 - stakeholder forums for government and non-government groups
 - improved monitoring and effective case management
 - development of improved reporting mechanisms for compulsory conferences and the provision of a written agreement to the parties if issues are resolved at a compulsory conference

Effective dispute resolution

- settlement rate of 61 per cent for compulsory conferences in child protection matters
- tribunal hearings within the adult guardianship and administration are less formal

“My guardianship matter was dealt with very professionally and with empathy”

QCAT user, 2015

than a court hearing, and focus on the wellbeing of the adult. The hearing is conducted as simply and as quickly as possible, and the tribunal member will provide an opportunity for anyone (including the adult) with a sufficient and continuing interest in the adult to put their views forward. This non-

adversarial approach promotes effective dispute resolution

Engaging with the community

In 2014-15, Human Rights engagement with the community and stakeholders included:

- participation in World Elder Abuse Prevention Day Expo convened by the Department of Communities to provide the community with access to information on adult guardianship and administration
- membership of the Elder Abuse Prevention Unit Reference Group to enable an opportunity to listen to the concerns of key stakeholders and provide information about adult guardianship and administration
- active engagement with range of stakeholders on procedural issues including the Department of Communities, Child Safety and Disability Services; the Office of the Public Guardian; the Anti-Discrimination Commission Queensland; the Public Trustee Queensland; independent advocacy groups and non-government organisations
- liaison with the G Force Child Protection Stakeholder Group to get feedback from Tribunal users

Looking forward

- active engagement with users and stakeholders, particularly in child protection sector
- ongoing implementation of changes as a result of recommendations of the Queensland Child Protection Commission of Inquiry
- implementation of legislative amendments arising from the Queensland Law Reform Commission's review into the guardianship and substituted decision-making regime
- support for implementation of the National Disability Insurance Scheme (NDIS) from 1 July 2016

Relationship status and anti-discrimination

Marc wanted to sign up to an online matchmaking site. The matchmaking business provides services to single people to help them develop long-term relationships. Marc had to answer screening questions, including whether he was in a relationship. Marc answered truthfully that he was. The site would not let Marc proceed on the basis the service was only available to single people.

Marc believed that he was being discriminated against because of his relationship and lodged a complaint with the Anti-Discrimination Commission Queensland (the Commission). The complaint was not able to be resolved through conciliation and was referred by the Commission to QCAT. Marc had to provide a submission explaining why he believed he was being discriminated against and the matchmaking service had to provide a response.

A compulsory conference was held to try to resolve the complaint. After the compulsory conference Marc withdrew his application. Later that year the matchmaking service lodged an application with QCAT asking to be exempted from certain sections of the *Anti-discrimination Act 1991* so they could legally advertise and offer their services to single people only. The tribunal approved this request for a period of five years.

Human Rights facts and figures

ADL – anti-discrimination

CML – children’s matters

GAA – guardianship and administration for adults

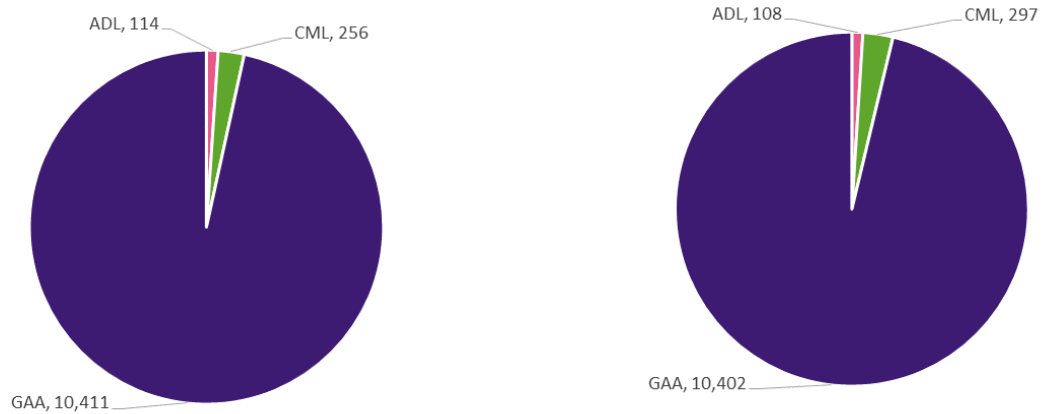


Figure 12: Human rights lodgements 2013-14 and 2014-15

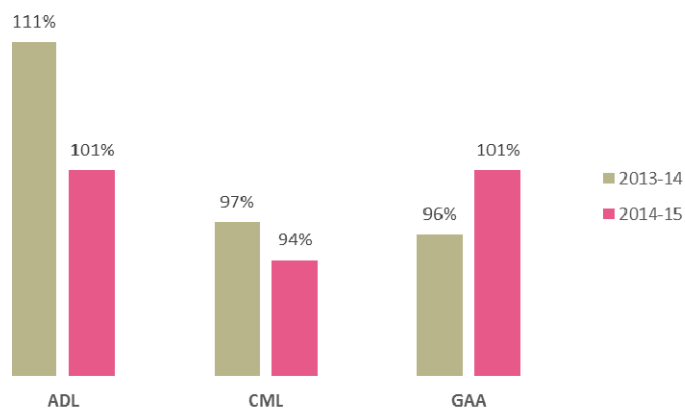


Figure 13: Human rights clearance rates 2013-14 and 2014-15

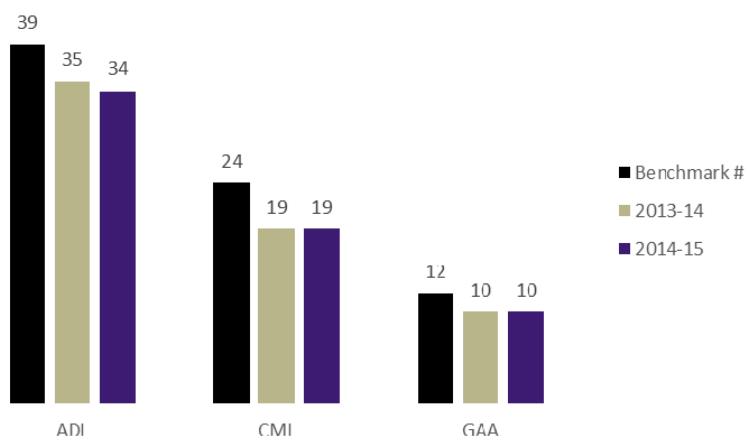


Figure 14: Human rights division matters weeks to finalisation 2013-14 and 2014-15

Limitation order type	Number made
Adult evidence order	2
Closure order	0
Non-publication order	1
Confidentiality order	31
No orders made	28
Total applications received	62

Table 5: Type and number of limitation orders made 2014-15 under the *Guardianship and Administration Act 2000*

	Guardianship for restrictive practice	Review of guardianship for restrictive practice
Order made	66	376
Dismissed / revoked	9	55
Deceased	0	1
Administrative closure	8	4
Withdrawn at hearing	13	1
Total	96	437

Table 6: Guardians for restrictive practices finalised applications 2014-15

	Approved	Dismissed / revoked	Deceased	Withdrawn / Administrative Closure	Total
Containment	9	1	0	2	12
Review of containment	37	3	0	0	40
Seclusion	2	2	0	1	5
Review of seclusion	37	1	0	0	38
Application for another restrictive practice	8	1	0	2	11
Review of application for another restrictive practice	48	1	0	0	49

Table 7: Containment, seclusion and other restrictive practices approvals 2014-15

Protecting and supporting children

Helen is the grandmother of five children who are under the care and protection of the Department of Communities, Child Safety and Disability Services. The children range from six to fifteen years of age. The Department decided all the children would be removed from the care of their grandparents. Helen made an application to QCAT to review the decision to remove the children from her care.

There was dispute between the children about where they wanted to live. One child did not want to be present in the same room with her grandparents.

Following a recommendation of the Queensland Child Protection Commission of Inquiry, the Public Guardian became responsible for protecting the rights of children and young people in out-of-home care residential care and youth detention.

The Public Guardian elected to become involved in these proceedings. They communicated the wishes of the children and worked with the tribunal to ensure the needs of the children were met to participate in the proceedings e.g. parties arriving at staggered times, support from the Public Guardian during the proceedings and separate hearing rooms connected by teleconference.

The tribunal conducted a compulsory conference which is a form of dispute resolution. Compulsory conferences are run by tribunal members and can help identify and clarify the issues the parties don't agree on, and find a solution to some or all of the dispute without proceeding to a hearing.

The compulsory conference resulted in Helen withdrawing her applications for four of the five children and a stay being placed on the decision regarding the remaining child. The stay provided an opportunity for the applicant and the Department to have further discussions to resolve the dispute. The applicant subsequently withdrew her application relating to the remaining child after reaching an agreement with the Department on future placement for the child.

Finding a solution when families disagree

Allan is an 80 year old man who owns a successful business in Brisbane. Allan also had an extensive investment portfolio managed through complex company structures.

Due to progressive dementia, Allan was no longer able to manage all of his estate. His daughter made an application to be appointed as his guardian and administrator. The matter was further complicated due to disputes between Allan's family members about his capacity, cross allegations of misappropriation of funds, competing applications and ongoing litigation.

Over the course of 18 months, the tribunal dealt with a range of applications including applications for: guardianship and administration, declarations about capacity, directions, interim orders, conflict transactions, enduring power of attorney and confidentiality. While each matter was dealt with on the merits of each application, the primary objective was to make decisions in Allan's best interest.

The tribunal made a range of decisions including setting aside the enduring power of attorney appointments, appointing guardians and administrators and approving conflict transactions. A range of compliance obligations were placed on the appointed decision makers.

These decisions ensured that Allan's personal and financial affairs were protected.

Protecting vulnerable Queenslanders

Some adults have very significant estates as a consequence of a personal injury action (e.g. following a motor vehicle accident). Often in these matters, the Public Trustee of Queensland or a private trustee company are appointed to manage the damages award.

As part of the adult guardianship and administration jurisdiction, QCAT's Financial Assessment Team examines annual financial reports and processing Financial Management Plans (FMPs) lodged by administrators for adults. The FMP details how the appointed administrator/s proposes to manage the adult's financial affairs. These checks and balances provide financial protection for vulnerable adults.

As a result of QCAT's oversight, and directions issued by the tribunal to review delays in implementing the FMPs, a private trustee company refunded clients almost \$300k in 2014-15.

Minor civil disputes

Our year

Service delivery

- 5 per cent reduction in tenancy dispute applications (impact on fee revenue)
- 6 per cent reduction in appeals of residential tenancy matters
- 27 per cent reduction in reopenings lodged
- maintenance of clearance rate of over 100 per cent (113 per cent)
- ongoing support of the JP trial hearing some minor civil disputes (MCDs) under \$5,000
- time to hearing for all MCD types below

“As soon as a hearing date was set, the respondent settled.”

QCAT user, 2015

benchmark targets

- working closely with Magistrates Courts to deliver a single case management system for civil matters in Queensland

Effective dispute resolution

- 51 per cent settlement rate for mediation of minor civil disputes

Engaging with the community

- working with the Residential Tenancy Authority to improve services to tenants and landlords
- development of minor civil dispute forms for online launch in 2015-16

Looking forward

- ongoing review of processes, forms, user education and information
- develop additional online forms and opportunities for electronic payment
- explore options for online access to basic case information for parties
- continue to partner with Magistrates Courts to provide a consistent service to users

“The decision made was fair and just”

QCAT user, 2015

MCD facts and figures



Figure 15: Minor civil dispute lodgements 2013-14 and 2014-15*

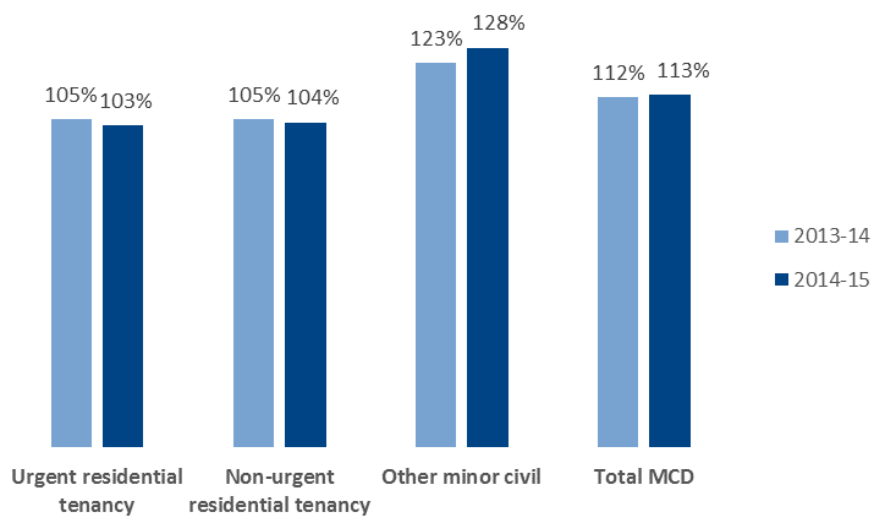


Figure 16: Minor civil dispute clearance rates to 2014-15*

*Figures for Brisbane and South-East Queensland only, where QCAT adjudicators sit. Matters in other regions are heard by magistrates sitting as QCAT members.

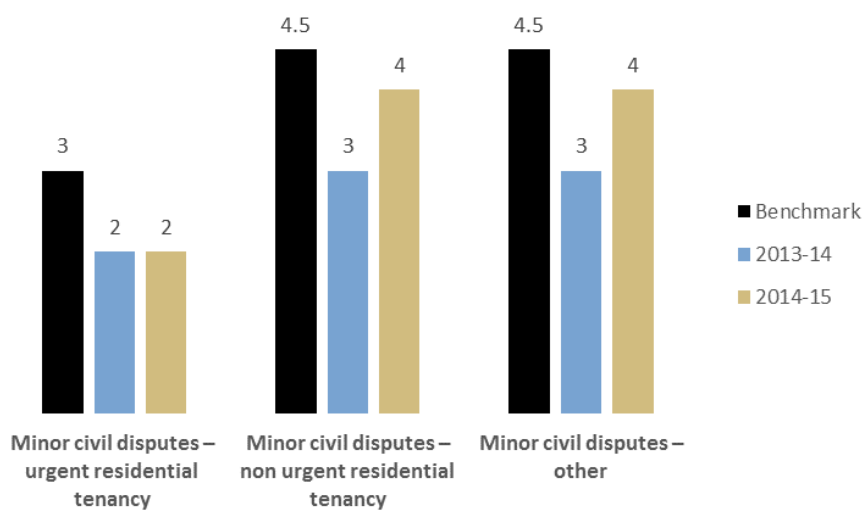


Figure 17: Minor civil dispute matters average time to hearings

Residential tenancy applications processed 2014-15	
Total received	9,831

Table 8: Residential tenancy applications lodged in 2014-15

Application types	2013-14	2014-15
Termination for rent arrears	4,480	4,311
Termination for objectionable behaviour	160	115
Termination for repeated breaches	473	341
Termination for lessor's excessive hardship	269	267
Termination for tenant's excessive hardship	318	314
Termination for domestic violence	5	8
Termination for damage/injury	58	8
Emergency repairs	36	26
Rental increase/decrease	78	61
Tribunal order on abandoned premises	31	56
Application for unjust listing	598	639
Application for proposed listing	42	47
General disputes	1,833	1,943
Bond disputes	1,031	885
Miscellaneous/other	897	810

Table 9: Residential tenancy application types managed by QCAT 2013-14 and 2014-15

Includes 405 applications lodged by Department of Housing and Public Works. Figures are for Brisbane and South-East Queensland only, where QCAT adjudicators sit. Matters in other regions are heard by magistrates sitting as QCAT members.

Hearings and matters finalised	2013-14	2014-15
Adjournments	1,592	1,446
Hearings	13,996	13,447
Matters finalised	10,819	10,219
Warrants of possession issued	2,681	2,877

Table 10: Residential tenancy hearings and finalisations 2013-14 and 2014-15

Reopenings and appeals	2013-14	2014-15
Reopenings lodged	170	124
QCAT Appeal Tribunal	422	395

Table 11: Residential tenancy reopenings and appeals managed by QCAT 2013-14 and 2014-15

Agreements, damages and student accommodation

Adam, Steven, James and Ben rented a house from Mr and Mrs Johnson in August 2012 for a 3-month term. Each of the four student tenants paid a \$400 bond and \$100 rent per week. The tenancy agreement included a special term requiring each tenant to pay one quarter of any bills for the property.

James and Ben moved out in October 2012 and each received their \$400 bond back from Mr and Mrs Johnson. After the tenancy agreement expired in November 2012, the tenancy continued as periodic. No further written tenancy agreement was entered into.

In March 2013 Jessica and Alison moved into the property. They were not asked to pay a bond to Mr or Mrs Johnson.

Alison and Jessica moved out of the property in June 2013. Adam and Steven continued to pay \$100 rent per week each and were the only remaining tenants.

Adam and Steven vacated the property in May 2014. In October 2014, Adam and Steven submitted a residential tenancy dispute application to QCAT each seeking the return of their \$400 bond still held by Mr and Mrs Johnson.

Mr and Mrs Johnson filed a counter-application seeking \$9,500 rent arrears. They also claimed \$500 for repairs to five broken windows.

Mr and Mrs Johnson claimed Alison and Jessica were sub-tenants of Adam and Steven so Adam and Steven should be liable for their rent after they left the property. However rent ledgers showed rent payments being made by Alison and Jessica directly to Mr and Mrs Johnson.

The Tribunal determined Adam and Steven were not liable for the rent arrears claimed. The four tenants named in the original residential tenancy agreement were not jointly liable for total rent of \$400 per week. They were required to pay \$100 per week and one quarter of any bills. The Tribunal concluded the tenancy was clearly room-by-room student accommodation.

They were also not liable for repair of broken windows. The windows were all in common areas shared by tenants and it was impossible to determine who was responsible as no entry or exit condition reports were completed.

The Tribunal found Adam and Steven should each have their \$400 bond returned by Mr and Mrs Johnson. No rental arrears were awarded to Mr and Mrs Johnson.

Appeals

Our year

The Appeal Tribunal may be constituted by one, two or three Judicial Members or if the President considers it appropriate, one, two, or three Senior or Ordinary Members of the Tribunal. For appeals from decisions of Magistrates (who decide minor civil disputes in their capacity as QCAT Members) the Appeal Tribunal must be constituted by a Judicial Member.

Not every decision can be appealed to the QCAT Appeal Tribunal. For minor civil disputes and in many other cases, there is no right to appeal a decision and a party must first obtain the leave of the Appeal Tribunal before the appeal can be heard.

In 2014-15, QCAT delivered an appeal rate of less than 2 per cent (of total lodgements).

Avenues of appeal from decisions of QCAT's judicial members or decisions of the QCAT Appeal Tribunal lie to the Court of Appeal.

QCAT's figures indicate a very low rate of appeals commenced with the Court of Appeal: 30 appeals in 2012-13, 22 in 2013-14 and 25 in 2014-15. These figures represent less than 1 per cent of all QCAT lodgements in those respective years.

Appeals facts and figures

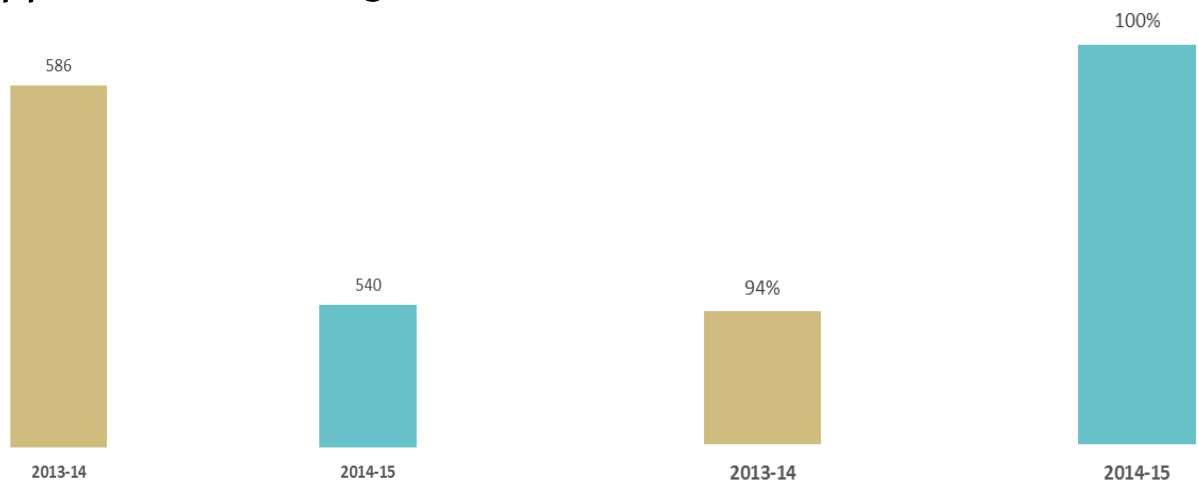


Figure 18: Appeals lodgements to Appeal Tribunal

Figure 19: Appeals clearance rates QCAT

Project: Justice of the Peace trial

Justices of the Peace (JPs) have been a part of QCAT since the trial was implemented in Brisbane, Ipswich, Maroochydore, Southport and Townsville in 2013.

JPs have brought a wealth of knowledge and experience to resolve some minor civil disputes (MCDs) including non-urgent residential tenancy disputes, minor debt matters, consumer and trader disputes, dividing fence matters and property damage disputes valued up to \$5,000.

A panel of two JPs, one of whom must be legally qualified, constitute the tribunal as part of the initiative.

In 2014-15, JPs heard a total of 3,424* matters across the five trial locations.

There is a low number of adjournments (9 per cent*), complaints (0.4 per cent*) and appeals (2 per cent*) on matters heard by JPs. The average time to hear all QCAT MCDs has significantly reduced to just over three weeks (from 6 weeks), and high clearance rates maintained in the MCD jurisdiction.

Ongoing research shows user satisfaction for minor civil disputes heard by a JP panel is comparable to overall user satisfaction in the MCD jurisdiction.

The trial will continue in the current five locations through 2015-16.

**Figures for 2014-15 only.*

JP panels working together

Wayne Stanton, a legally qualified JP now appointed as a part-time adjudicator, outlines his experience of legally qualified and non-legally qualified JPs working together.

The QCAT Act sets out that the legally qualified JP is the presiding member of the panel.

Under the Act, if the decisions of the two QCAT JPs differ, or if a question of law arises in a proceeding, the tribunal's decision on the question is the decision of the presiding member.

The role of the QCAT JP who is not presiding is nevertheless very significant. The utilisation of the knowledge and skills of both the QCAT JPs is important to the conduct of the hearing.

In some instances, after the completion of evidence and submissions, the matter may be adjourned briefly to enable the two QCAT JPs to confer and formulate a decision. During this time, the JPs may discuss the relevant facts, the law that applies to the matter and the reasoning process being followed to arrive at a decision.

JP trial facts and figures

Appointed JPs

Site location	Legally qualified	Non-legally qualified	Total
Brisbane	19	30	49
Ipswich	4	8	12
Maroochydore (M'dore)	3	13	16
Southport	7	16	23
Townsville	3	6	9
Total	36	73	109

Table 12: 2014-15 JPs appointed to QCAT (see also Appendix 3)

Hearings

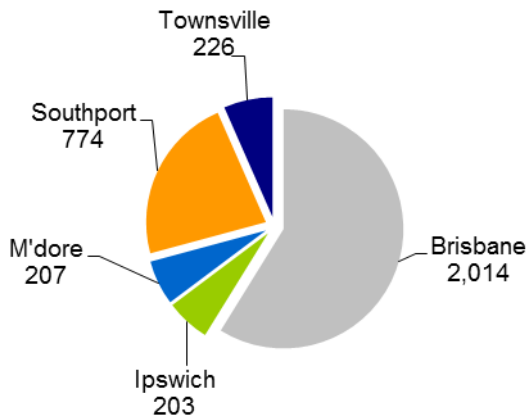


Figure 20: 2014-15 JP hearings

Adjournments

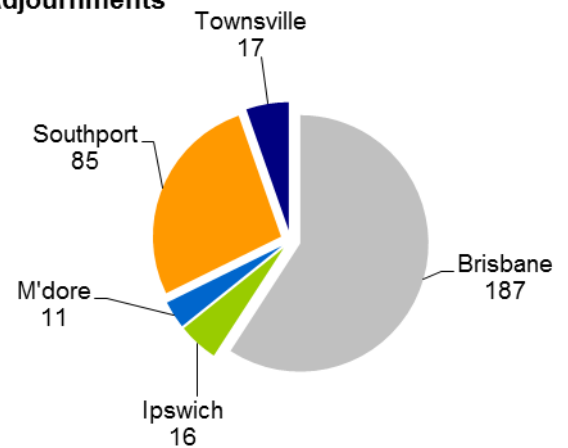


Figure 21: 2014-15 JP adjournments

Adjournment rate

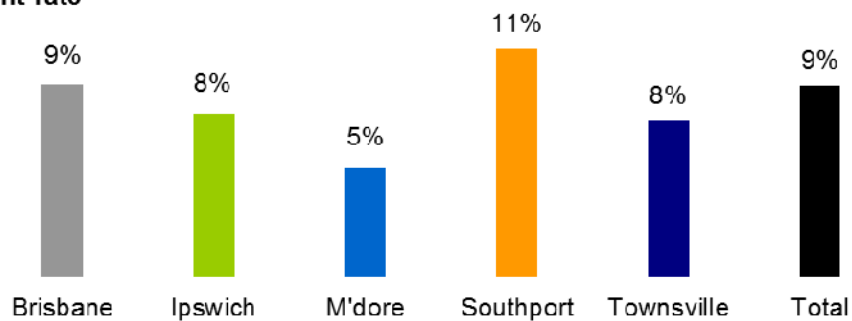


Figure 22: 2014-15 adjournment rates for matters heard by a JP panel

Appeals

Trial site	Appeals lodged*	% of matters heard	Finalised*	% of lodged appeals	Upheld*	% of finalised appeals
Brisbane	46	2%	27	59%	9	33%
Ipswich	3	1%	2	67%	1	50%
Maroochydore	0	0%	0	0%	0	0%
Southport	19	2%	10	53%	2	20%
Townsville	5	2%	3	60%	1	33%
Total	73	2%	42	58%	13	31%

Table 13: 2014-15 appeals filed on matters heard by a JP panel*

Complaints

Trial site	Number*	Complaint rate
Brisbane	6	0.3%
Ipswich	1	0.5%
Maroochydore	0	0.0%
Southport	5	0.6%
Townsville	1	0.4%
Total	13	0.4%

Table 14: 2014-15 complaints filed on matters heard by a JP panel

**Figures are indicative of FY2014/15 only and not the full trial period.*