

2019–20

Annual Report

Queensland Civil and Administrative Tribunal

About QCAT's annual report

The Queensland Civil and Administrative Tribunal's (QCAT) annual report summarises its performance for 2019–20 and meets accountability requirements under the *Queensland Civil and Administrative Tribunal Act 2009*.

This annual report is accessible at www.qcat.qld.gov.au/about-qcat/publications.

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Interpreter services



The Queensland Government is committed to providing accessible services to Queenslanders from all cultural and linguistic backgrounds. If you have difficulty understanding this annual report, contact us on 1300 753 228 to arrange an interpreter.

Letter of compliance

28 September 2020

The Honourable Yvette D'Ath MP
Attorney-General and Minister for Justice
Leader of the House
1 William Street
BRISBANE QLD 4000

Dear Attorney-General,

I present the Queensland Civil and Administrative Tribunal's Annual Report 2019–20.

This annual report complies with the tribunal's requirements under the *Queensland Civil and Administrative Tribunal Act 2009* and the *Guardianship and Administration Act 2000*.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Martin Daubney', followed by a large, stylized flourish that resembles a large 'D' or a similar shape.

Hon Justice Martin Daubney AM
QCAT President

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President's message

COVID-19 was the furthest thing from our minds on 29 January 2020.

That was a huge day for QCAT. It was the joint celebration of QCAT's 10th anniversary and the opening of our newly renovated premises at 259 Queen Street, Brisbane.

We had a full cast of dignitaries, headed by His Excellency the Governor, Hon Paul de Jersey AC, the Attorney-General, the Chief Justice, the Chief Judge, the Chief Magistrate, former Presidents and Deputy Presidents of the Tribunal, the Presidents of the Bar Association of Queensland and the Queensland Law Society – the list goes on.

Importantly, it was a day for and shared by our QCAT People – the members and registry staff who work tirelessly to bring civil justice to everyday Queenslanders.

On that sunny, summer afternoon in downtown Brisbane, we were feeling pretty good about ourselves. The long-needed renovations had been completed, resulting in an expansion of our hearing room capacity and a complete refurbishment of the member and registry working spaces. Our Redux Program was well advanced. The outcomes of the organisational review were being implemented through a range of business improvement initiatives.

Thanks to the work of many, a very good Tribunal was becoming even better in front of our eyes.

And then along came COVID-19.

COVID time has been, and continues to be, an extraordinarily disruptive period for QCAT. The steps which needed to be taken to safeguard members, registry staff and the members of the public who access QCAT had a very significant impact on our ability and capacity to deliver frontline civil justice services. In-person hearings were cancelled. The range of hearings we could conduct remotely (i.e. by telephone) was limited. We had to reconfigure our premises to allow for the necessary social distancing. We had to respond to a range of urgent COVID-19 legislation, including the emergency measures relating to residential tenancies. We had to work out ways of making it feasible for our QCAT people – members and registry staff – to work from home wherever possible.

An outsider reading those comments might legitimately ask: "Well, surely that wasn't too difficult in the year 2020, with all the technology that's available to you?"

That outsider, unfortunately, doesn't realise that:

- QCAT remains a largely paper-based registry; and
- The electronic file management systems which QCAT "inherited" 10 years ago are hopelessly out of date.

These factors compounded the difficulties QCAT faced in dealing with COVID time. We were told to have people work from home. For most of our registry staff, that simply wasn't feasible. You can't "work from home" on a paper file which is sitting in the CBD. Special arrangements had to be made to allow members to take files home. That is more serious than it sounds. Each file is the record of each proceeding. It is the only record. There is no back-up. Emergency measures to facilitate the public's remote access to the Tribunal, such as allowing material to be lodged by email, actually added to our work pressures – all of those emails had to be printed and placed on the physical files.

These are just a few examples of the practical issues we had to deal with in trying to run an organisation that was never set up to operate remotely and has never been given the capacity to work in that way.

The Department of Justice and Attorney-General (DJAG) is presently funded to pursue an “ICT Strategy Implementation Program”. QCAT’s IT requirements are just one component of that program. We are grateful that one of the initial headline projects in the program is Minor Civil Disputes, which is our numerically largest jurisdiction, and one which we share with the Magistrates Court. That will go some way to addressing the sort of issues I have been describing. But there is so much more that needs to be done across QCAT’s broad array of jurisdictions if it is to have the capacity to operate as a 21st century Tribunal. Much of the technology to achieve that capacity already exists in the open marketplace. But achieving that capacity will need the necessary commitment from Government.

It doesn’t take much to see that the problems of one Tribunal don’t amount to a hill of beans in this crazy world.¹ We at QCAT understand that the Government must balance competing priorities across its portfolios. We understand the enormous social and economic impacts wrought by COVID – we see the fallout of those impacts on everyday Queenslanders every day in our community-based jurisdictions. We understand that it is not possible to wave a magic wand to provide an overnight solution for improving QCAT’s ability and capacity to deliver essential civil justice services to the community. But it needs to be understood that delay in facilitating the delivery of 21st century justice services at QCAT will have real and palpable consequences. The severe limitation on QCAT’s capacity to hear cases during COVID time has left us with a backlog in many of our jurisdictions. Without any enhancement of our capabilities, that backlog will become a perma-log. The timeframes within which matters will be able to be heard and determined will inevitably blow out. The public, along with Tribunal members and registry staff, will become dissatisfied with QCAT’s diminished capacity to deliver essential justice services. All of that is anathema to QCAT’s statutory mandate to deal with matters in ways that are accessible, fair, just, economical, informal and quick.²

In the meantime, QCAT will continue to do its best within its constrained resources. But, as appears from the statistics in this report, the number of cases coming through the door is increasing. Many of the cases are becoming more complex. The constrained resources can only stretch so far.

Particularly in the context of this extraordinary year, I express my sincere thanks to all who have contributed so much to QCAT over the last 12 months:

- The Deputy President Judge John Allen QC for his constant, invaluable support;
- The Senior Members, and all members, adjudicators, and QCAT Justices of the Peace for their unwavering commitment to administering civil justice in the lives of everyday Queenslanders;
- The many Magistrates in regional Queensland who sit as QCAT members for minor civil disputes;
- The Executive Director and Principal Registrar, Ms Natalie Parker, the Deputy Principal Registrar, Ms Melissa Meldrum, and QCAT’s dedicated registry staff, all of whom have worked tirelessly under very challenging conditions to continue to keep QCAT functioning to its fullest ability;

¹ Pace Rick Blaine, *Casablanca*, Warner Bros Pictures Inc, 1942

² *Queensland Civil and Administrative Tribunal Act 2009* (Qld), s. 3(b)

- All of our business services and ancillary staff, who have been agile in finding innovative ways to keep QCAT operating.

I also acknowledge the harmonious working relationship which QCAT enjoys with the Attorney-General and with the senior executives of the Department of Justice and Attorney-General, particularly the Director-General, Mr David Mackie, and the Deputy Director-General (Justice Services), Ms Jennifer Lang. All have been generous in their support of QCAT while scrupulously maintaining their respect for its independence.

Hon Justice Martin Daubney AM

Queensland Civil and Administrative Tribunal

QCAT is an independent statutory tribunal established by the *Queensland Civil and Administrative Tribunal Act 2009* (QCAT Act). The Tribunal plays an integral role in the Queensland justice system. QCAT resolves and determines disputes, reviews and referrals in a wide range of jurisdictions, including:

- civil disputes (e.g. building, neighbourhood, bodies corporate and retail shop lease disputes)
- applications in relation to appointments of administrators and guardians (e.g. where an adult has impaired decision-making capacity)
- administrative review of government and statutory authority decisions (e.g. Queensland Building and Construction Commission, liquor licensing, blue cards, child protection, weapons licensing and racing)
- occupational regulation and discipline (e.g. referrals and reviews involving lawyers, health practitioners, police, teachers, veterinary surgeons and engineers)
- minor civil disputes (MCD) (e.g. residential tenancy disputes, minor debt and consumer law)
- referrals by the Human Rights Commission Queensland (e.g. complaints of alleged unlawful discrimination, sexual harassment, vilification and victimisation).

The Tribunal also has an appeal jurisdiction.

QCAT's registry is based in Brisbane, but matters are heard throughout Queensland.

In Brisbane, matters other than MCDs are heard by QCAT members. In other areas of South East Queensland (SEQ) and across regional and rural Queensland, QCAT members circuit to conduct hearings for matters other than MCDs. Regional sessional members also hear matters outside of Brisbane.

In SEQ (including Brisbane), MCDs are largely heard by QCAT adjudicators appointed under the *Queensland Civil and Administrative Tribunal Act 2009* (QCAT Act), who circuit SEQ centres. In regional and rural areas, MCDs are heard by magistrates who are ordinary members of QCAT for MCD matters. In Brisbane, Ipswich, Maroochydore, Southport and Townsville a panel of two Justices of the Peace (JPs), who are appointed to QCAT and one of whom must be legally qualified, can constitute the Tribunal to resolve some MCDs valued up to \$5,000.

Jurisdiction, powers and functions of the Tribunal

QCAT commenced on 1 December 2009, amalgamating 18 tribunals and 23 jurisdictions. Since then, its range of jurisdictions has been considerably expanded. QCAT's current legislative scheme consists of:

- the *Queensland Civil and Administrative Tribunal Act 2009* (QCAT Act)
- the *Queensland Civil and Administrative Tribunal Regulation 2009* (QCAT Regulation)

- the *Queensland Civil and Administrative Tribunal Rules 2009* (QCAT Rules)
- 181 Acts, in addition to the QCAT Act, confer jurisdiction on QCAT and sometimes provide for specific powers and procedures for certain matters.

QCAT has three different types of jurisdiction: original, review and appellate.

QCAT's **original jurisdiction** covers three broad operational areas: human rights (for example, applications to appoint guardians under the *Guardianship and Administration Act 2000*); civil disputes (e.g. disputes about retail shop leases); and disciplinary (e.g. applications seeking disciplinary orders against solicitors under the *Legal Profession Act 2007*).

QCAT's **review jurisdiction** is conferred by enabling Acts and provides for QCAT to review administrative decisions made by government agencies and disciplinary bodies under enabling Acts.

QCAT's **appellate jurisdiction**, sitting as the Appeal Tribunal, provides for QCAT to hear appeals against both its own decisions and decisions of other entities under enabling Acts.

Missions and values

QCAT's mission is to actively resolve disputes in a way that is fair, just, accessible, quick and inexpensive. QCAT prides itself on the professionalism, integrity and impartiality of its staff and decision-makers and values the right of parties to have access to a quality service.

Members

As at 30 June 2020, the decision-making cohort of QCAT comprised:

- one president
- one deputy president
- four senior members
- nine full-time members
- four part-time members
- five judicial sessional members
- 114 sessional members
- five full-time adjudicators
- five part-time adjudicators
- 72 JPs.

Details are contained in [Appendix 1](#).

QCAT registry

The role of the QCAT registry, led by Natalie Parker, the Executive Director and Principal Registrar, is to provide administrative support for the Tribunal and help the President manage the Tribunal's business.

QCAT's registry is based in Brisbane, but matters are heard throughout Queensland.

Local Magistrates Courts act as the QCAT registry across regional and rural Queensland and in SEQ (excluding Brisbane). Outside Brisbane, Magistrates Court registry staff accept QCAT applications and supporting documents, receive application fees and assign hearing dates.

The registry is comprised of:

- The Human Rights division (HuRD)
- The Civil Administrative and Disciplinary division (CAD)
- Client Services
- Operations Support
- Corporate Services

Finances

Government appropriation \$23.204M
Revenue from fees \$3.628M
Total operating expenses \$26.832M

At a glance

30,610 cases finalised	97% clearance rate	82% user satisfaction	86,847 calls answered	13,141 counter enquiries
15,206 searches of QCAT records	7.82 minutes call response time	27,854 proceedings scheduled	329 confirmed interpreter bookings	\$877 Average cost per matter

Registry workforce

QCAT's registry workforce comprises:

- the Executive Director and Principal Registrar
- the Deputy Principal Registrar
- 125.5 permanent registry positions
- 4 senior member associates (temporary positions).

Registry staffing levels increased by 10.5 positions and Tribunal decision-makers increased by 2.5 positions (2 adjudicators and .5 member) in the reporting period as a consequence of the 2019-20 Queensland Budget, which provided for QCAT to receive an additional \$11.309 million over four years and \$2.536 million per annum ongoing. That represented a 10 per cent increase in QCAT's base funding. The additional funding has gone some way to enabling the registry to meet ongoing increased workload demands. The QCAT registry management team details are listed in [Appendix 1](#).

QCAT is proud to support flexible working arrangements for people managing tertiary study, family commitments and other personal responsibilities. Fifteen staff work part-time and all staff are encouraged to make use of flexible work patterns. QCAT has a high ratio of female staff at 71 per cent. The management team has an even gender split, with 50 per cent women.

Workload and outcomes

As in previous reporting periods, QCAT continues to experience year-on-year growth in lodgements. This remained the case in the current year despite the impact of COVID-19. The increase in the complexity of matters and the increasing volume of interlocutory applications continue to place pressure on the tribunal members and registry staff.

Table 1 provides an overview of operations.

Service performance criteria	2014–15	2015–16	2016–17	2017–18	2018–19	2019–20
Cases lodged	28,666	30,073	30,858	31,229	31,592	31,657
Cases finalised	31,104	30,029	29,736	31,326	30,395	30,610
1300 calls managed	103,718	112,370	107,313	112,515	83,426	86,847
Call response time (average)	9.02 minutes	3.17 minutes	3.53 minutes	15.51 minutes	6.87 minutes	7.82 minutes
Search request of QCAT records	17,572	16,772	16,136	15,866	13,764	15,206
Counter enquiries	10,623	11,955	10,803	13,418	12,929	13,141
Proceedings scheduled	17,428	17,607	17,728	18,428	18,428	27,854*
Cost per matter (average)	\$653	\$721	\$728	\$717	\$777	\$877
Interpreter/translation services provided	266	290	347	347	347	329
Complaint rate	0.80%	0.90%	0.70%	0.90%	1.10%	0.56%
User satisfaction rating	71%	82%	82%	81%	82%	82%

Table 1: Overview of operations. *Increase due to change in reporting to include minor civil disputes proceedings.

Clearance rates

QCAT achieved a clearance rate of 97 per cent in 2019-20, which was three per cent below the service delivery standard and one percent greater than 2018-19.

Figure 1 displays QCAT's clearance rates from 2012 through to 2020.

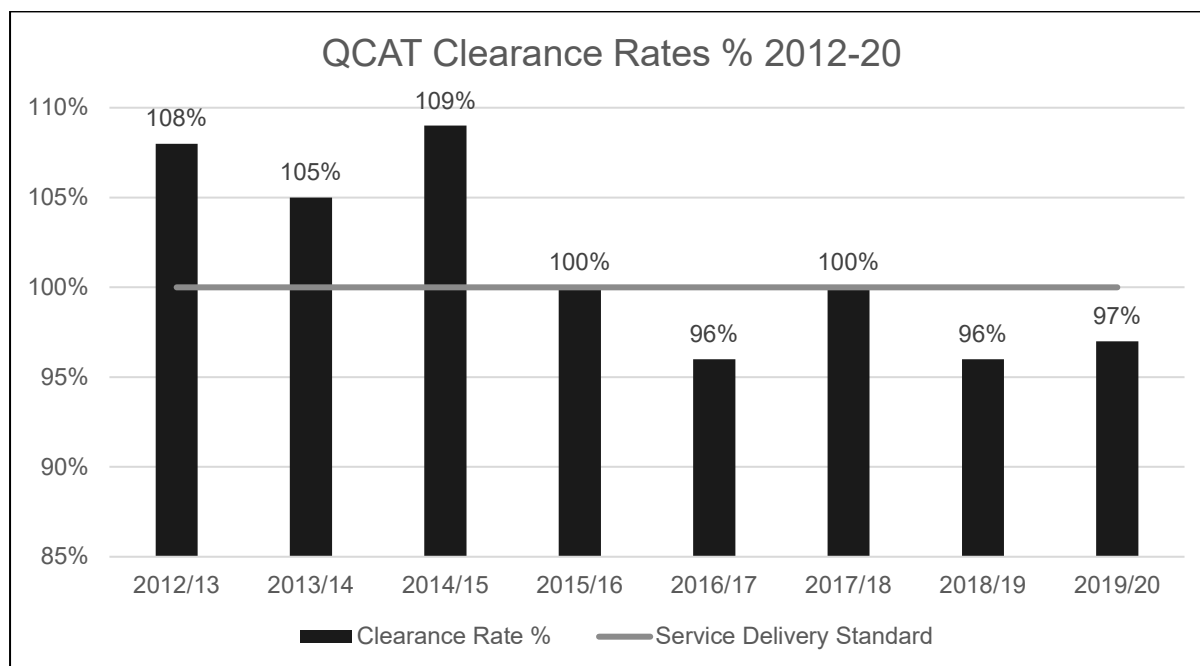


Figure 1: QCAT clearance rates 2012–2019 by percentage.

Table 2 details cases pending as at 30 June 2020.

	2015–16	2016–17	2017–18	2018–19	2019–20	% difference
Cases pending	5,140	6,262	6,165	7,362	8,409	14%
Overall clearance rate	100%	96%	100%	96%	97%	1%

Table 2: Number QCAT cases pending at 30 June 2020 and percentage difference 2018-19 and 2019-20 financial years.

Outcomes by jurisdiction

QCAT is required to report the number and nature of matters (lodgements), the outcome of matters (clearance rates) and the number and nature of outstanding matters (pending at period end).

	Lodgements			Clearance rates			Pending at period end		
	2018-19	2019-20	% diff	2018-19	2019-20	% diff	2018-19	2019-20	% diff
Human Rights									
Anti-discrimination	57	78	37%	74%	91%	17%	61	68	11%
Children	413	458	11%	75%	79%	4%	296	391	32%
Guardianship	12,805	13,724	7%	94%	97%	3%	3,500	3,949	13%
Civil									
Building	352	304	-14%	76%	102%	26%	268	262	-2%
Retail shop leases	188	178	-5%	98%	91%	-7%	111	127	14%
Minor civil disputes	16,246	15,125*	-7%	99%	99%	0%	1,850	2,061	11%
Motor Vehicles	N/A	237	N/A	N/A	49%	49%	N/A	122	N/A
Other civil disputes	86	120	40%	67%	98%	31%	188	190	1%
Neighbourhood disputes	218	184	-16%	103%	82%	-21%	124	157	27%
Administrative and disciplinary									
General administrative review	469	491	5%	86%	85%	-1%	364	440	21%
Occupational regulation	368	371	1%	82%	100%	18%	305	305	0%
Appeals									
QCAT Appeal Tribunal	372	371	0%	91%	87%	-4%	285	332	16%
Re-openings and renewals									
Re-openings	14	16	14%	100%	113%	13%	7	5	-29%
Renewals	4	0	-100%	50%	0%	-50%	3	0	-100%

Table 3: Outcomes by jurisdiction. *Excludes 6652 MCD applications that were received by Magistrates Courts outside of SEQ.

The numerically largest QCAT jurisdiction is minor civil disputes, details of which are in **Table 4** below.

	Lodgements			Clearance rates		
	2018-19	2019-20	% diff	2018-19	2019-20	% diff
MINOR CIVIL DISPUTES	16,246	15,125	-7%	99%	99%	0%
Tenancy - URGENT	6,308	5,838	-7%	102%	103%	1%
Tenancy - NON-URGENT	3,064	3,263	6%	100%	90%	-10%
Other MCDs	6,874	6,024	-12%	97%	99%	2%

Table 4: Minor Civil Disputes broken down by Residential Tenancy & Other MCD matters. Excludes MCD applications that were received by Magistrates Courts outside of SEQ

Open data

The [Queensland Government's Open Data website](#) details the volume of 2019-20 QCAT application lodgements listed by postcode.

Reserved decisions

As at 30 June 2020, QCAT had 107 outstanding reserved decisions (a decision that is not made at the hearing as it requires further consideration and given a later date), which is 60 fewer than at June 2019. Of these decisions, 76 were older than 90 days and 44 were older than 180 days.

The number of reserved decisions as at 30 June 2020 represents the lowest number achieved since 2017. This reflects the work undertaken by the Tribunal membership in making effective use of additional time available as a result of the vacation of hearings during the COVID-19 period. The President is actively managing reserved decisions.

Complaints

QCAT has a low complaint rate of 0.56 per cent for 2019-20. A total of 170 complaints was received during this reporting year. The majority of complaints received concerned Tribunal decisions and QCAT's policies and procedures. Over the past five years, the complaint rate has remained steady within the range of 0.7 per cent to 1.1 per cent (see [Table 1](#)).

Code of conduct

The QCAT registry abides by the Queensland public service [Code of Conduct](#) that specifies behavioural and service standards.

QCAT and COVID-19

Practice Directions

On 18 March 2020, the QCAT President issued a practice direction for the week commencing 23 March 2020, in response to the emerging and evolving COVID-19 situation. The practice direction set out temporary measures regarding the continuation of proceedings across QCAT's varied jurisdictions.

The QCAT President subsequently issued three further practice directions, effective from 30 March 2020, setting out procedures across the guardianship, urgent MCDs and all other QCAT jurisdictions to enable the work of the Tribunal to continue while minimising the risk of spread of COVID-19. Those measures included:

- requiring hearings to be conducted remotely except in exceptional circumstances
- outlining how material must be filed, to allow for more documentation to be emailed where it would otherwise be required to be filed in person or by post
- outlining the types of matters to be adjourned to allow the tribunal to prioritise more urgent matters
- requiring all persons attending a hearing in person to complete a COVID-19 declaration, which involves giving contact details and stating they do not have, or have been exposed to, the virus.

Throughout the COVID-19 pandemic both guardianship and urgent MCD matters continued to be heard at the same levels as pre-COVID-19, albeit largely via remote conferencing.

Effective from 27 April 2020, a practice direction was issued for non-urgent MCD hearings and their conduct to reduce the backlog created from adjourning matters.

Finally, effective from 28 April 2020, a further practice direction was made outlining the arrangements for MCD matters under the *Residential Tenancies and Room Accommodation (COVID-19 Emergency Response) Regulation 2020*.

To ensure the health and safety of the registry, Tribunal and all parties appearing before QCAT, the Tribunal managed all jurisdictions by conducting remote hearings, other than in exceptional circumstances.

COVID-19 Regulation 2020

In response to the COVID-19 pandemic, the *COVID-19 Emergency Response Act 2020* (COVID-19 Act) was passed on 22 April 2020 enabling legislative amendments to be made to various Acts by way of Regulation during COVID-19 pandemic.

Residential Tenancies and Rooming Accommodation (COVID-19 Emergency Response) Regulation 2020

As a result of the COVID-19 Act, the *Residential Tenancies and Rooming Accommodation (COVID-19 Emergency Response) Regulation 2020* (COVID-19 Regulation) was tabled in

Parliament on 22 April 2020 introducing temporary amendments to the *Residential Tenancies and Rooming Accommodation Act 2008* (RTRA Act).

The regulation impacted QCAT in a number of ways, including by introducing the definition of 'excessive hardship because of COVID-19 emergency', as well as creating a moratorium on evictions backdated to 29 March 2020 and providing for greater protections to those suffering domestic and family violence. The changes apply to all residential tenancy and rooming accommodation agreements and are set to expire on 31 December 2020.

Retail Shop Leases and Other Commercial Leases (COVID-19 Emergency Response) Regulation 2020

In addition, as a result of the COVID-19 Act, the *Retail Shop Leases and Other Commercial Leases (COVID-19 Emergency Response) Regulation 2020* commenced on 28 May 2020. The regulation impacted on QCAT by broadening the jurisdiction of the Tribunal to hear and decide eligible lease disputes which include affected lease disputes and small business tenancy disputes.

Service areas and service standards

QCAT achieved a clearance rate of 97 per cent in 2019-20, which was three per cent below the service delivery standard, and an improvement of one per cent from 2018-19.

Due to the lockdown restrictions introduced for the COVID-19 response at QCAT in March, QCAT saw a significant increase in adjourned matters that QCAT will need to manage as increased backlog in the next reporting period.

Total adjournments between 23 March and 30 June, was 2,284. This covers proceedings within the CAD, HuRD and non-urgent MCDs in Brisbane and SEQ Courthouses.

Adjournments breakdown:

- CAD and HuRD: 442
- Non-urgent MCDs Brisbane: 737
- Non-urgent MCDs SEQ: 1,105.

Strategic workforce planning and performance

Employees across the public service contributed to the COVID-19 pandemic response in a range of different ways.

In QCAT, employees contributed to this effort by:

- continuing to deliver essential services in line with adjusted work arrangements
- performing different work within QCAT to help respond to emerging need
- optimising flexible and remote working arrangements.

QCAT sought assistance from the Queensland Government Employee Mobilisation Service to assist with the change to work practices and to provide support for those vulnerable registry staff

who were unable to attend QCAT premises. In total, QCAT received assistance from nine mobilised staff from across the Queensland public service who contributed to the continued delivery of core business at QCAT.

To ensure Government COVID-19 guidelines and requirements were met, QCAT offered working from home arrangements to staff able to undertake their role at home. The number of staff working from home fluctuated based on the requirements of the workplace. On 30 June 2020 there were 18 staff working from home. To enable working from home arrangements to QCAT received 27 additional networked laptops for staff to use.

The President also implemented arrangements to enable members to work from home, wherever practicable. That included facilitating members to conduct directions hearings and compulsory conferences remotely by telephone.

Trends and issues

Digital transformation

DJAG is undertaking a digital transformation across its business and QCAT is at the forefront of this work.

QCAT current business is heavily paper-based, with all files in the registry physical files that are processed and collated through the registry and handed up to the Tribunal decision-makers.

One of the goals of this transformation is digitising the work of QCAT's registry. This project will give QCAT the capability to change the way its business operates through having an electronic case management system. The aim is to reduce workload pressures across the organisation and reprioritise staff from the manual tasks to make registry caseloads more manageable.

As it now stands, QCAT and its Magistrates Court partners are using a 30-year-old computer system to manage civil claims across Queensland, and replacing this aged system represents an exciting opportunity for Courts and QCAT.

The Tribunal will be able to automate some its current manual processes allowing it to free up staff to add more value to its core registry work and providing administrative support to the Tribunal.

The initial focus will be on MCDs, with a new case management system features including managing lodgement, payment of fees, self-service for parties to upload evidence and materials, scheduling and file management tools. If additional funding is provided, this system will ultimately roll out to all lists.

Business transformation

One of the key planks of QCAT's Redux project – a project designed to enhance and improve the Tribunal's organisation – was improving how the registry managed its work amid continuing workload pressures.

While the 2019-20 Queensland budget delivered some relief to QCAT's ongoing funding pressures by allowing for some staffing increases, the solution to managing the increasing caseload demanded a different way of thinking.

With the support of the Justice Services division within DJAG, a Business Transformation project was initiated to streamline business processes, make best use of QCAT human resources and improve client service in designing new business processes.

The project goal was to eventually review all aspects of the registry. Client Services and the MCD team were chosen to be reviewed first as they comprise QCAT's front-facing business with the largest part of the Tribunal's work.

Consultants Bushell & Cornish conducted the review that involved an intensive analysis of the business processes of those areas. That review has led to 13 recommendations on how to reduce process waste and achieve business excellence. The focus of this work was to automate

work that is currently being done manually in such a way as to free up staff to focus on more value-adding to key work areas such as caseload and file management. These recommendations are being considered and implementation is expected to be rolled out in the next reporting period.

Lodgement growth and complexity

Increases in the complexity of matters lodged, coupled with QCAT's limited resources, continue to put pressure on QCAT's ability to finalise matters in a timely manner. The impact of COVID-19 has exacerbated the situation in the reporting year as referred to in the previous section.

This increase in lodgements has also resulted in a significant increase in the number of interlocutory applications, reflecting in part the increasing complexity of issues and greater level of awareness and knowledge among parties to how proceedings work.

Human rights division

QCAT's human rights division exercises functions relating to:

- guardianship and administration
- children
- anti-discrimination.

Guardianship and administration

Lodgements in the guardianship jurisdiction increased by seven per cent in 2019-20; an additional 919 matters. The guardianship clearance rate now stands at 97 per cent, which is a significant improvement over from last year's result of 94 per cent.

Section 83 of the *Guardianship and Administration Act 2000* requires QCAT to report on:

- the number and type of limitation orders made by the tribunal, and
- the number of applications, approvals and orders made under chapter 5B of the Act during the year.

Tables 6, 7 and 8, which are set out in Appendix 2, provide the information for those reports.

On 26 March 2019, the *Guardianship and Administration and Other Legislation Amendment Act 2019* was passed by Parliament. The Act aims to improve the clarity and efficiency of the guardianship system and safeguard the rights of Queenslanders with impaired capacity.

Key changes to the current guardianship legislation giving QCAT increased jurisdiction include:

- enabling QCAT to appoint an administrator for a missing person where QCAT is satisfied that the person is a missing person and that without an appointment the person's financial interests will be significantly adversely affected
- giving greater power to QCAT to order an attorney who fails to comply with their obligations to pay compensation.

Although passed, the provisions of the Act affecting QCAT are not expected to commence until 30 November 2020, but the Tribunal has spent considerable time preparing for the changes in the reporting period and is well prepared for commencement.

Child protection

In its review jurisdiction, QCAT can review some child protection decisions.

In 2019-20, 171 child protection applications were lodged in QCAT. The Tribunal uses Compulsory Conferences to identify the key areas of concern for applicants and to facilitate agreements. Of the matters which progressed to a compulsory conference, 71 per cent were resolved at the conference.

Ninety-four per cent of all child protection applications were finalised prior to a Tribunal hearing.

In the reporting period there has continued to be a focus on ensuring children have their views heard before the Tribunal. There was direct child involvement in 9 per cent of QCAT child protection proceedings and indirect involvement (e.g. through advocates or representation) in 23 per cent of the proceedings.

Anti-discrimination

Anti-discrimination matters are often complex and resource intensive for the Tribunal. The complexity, and number, of matters are likely to increase as a result of the commencement of the *Human Rights Act 2019* (Qld). No additional funding was given for this work.

In the reporting period, 78 matters were referred to QCAT by the Queensland Human Rights Commission. This represents a 40 per cent increase over the previous reporting period.

Civil, administrative and disciplinary division

CAD incorporates a broad range of jurisdictions, including:

- domestic building disputes (no monetary limit)
- commercial building disputes (no monetary limit, subject to a requirement of consent of the parties where the claim exceeds \$50,000)
- tree disputes
- motor vehicle disputes
- community living (in community title schemes; retirement villages; manufactured home parks)
- retail shop lease disputes (up to \$750,000)
- information privacy disputes
- occupational regulation and disciplinary matters
- review of a large variety of administrative decisions made by government decision-makers.

Overall lodgements have increased in the CAD lists by 12 per cent, with a significant increase in other civil disputes (40 per cent) and smaller increases in general administrative review applications (5 per cent) and occupational regulation (1 per cent). Building dispute lodgements decreased (-14 per cent).

The complexity of matters has increased, which in part, has led to increased numbers of interlocutory applications. The level of resourcing for both the Tribunal and registry remains a challenge, with consequential adverse impacts on the case management of proceedings. The Tribunal remains heavily reliant upon sessional members in discharging its functions. QCAT's sessional members make a significant contribution to ensuring matters are determined in a timely and efficient manner.

In response to the various pressures identified, CAD has updated and adapted processes to assist in managing the increased workload.

Minor Civil Disputes

Almost 22,000 civil claims that fall within QCAT's MCD jurisdiction are brought throughout Queensland each year. They encompass a range of monetary (up to \$25,000, excluding interest) and non-monetary disputes, accounting for the largest volume of lodgements at QCAT. These disputes can have serious consequences for the welfare, dignity and daily living arrangements of the people concerned.

MCDs include:

- residential tenancy disputes
- minor debt disputes
- consumer and trader disputes

- motor vehicle property damage disputes
- dividing fence disputes.

Most MCDs in SEQ are decided by QCAT adjudicators. In regional areas, MCDs are heard by magistrates sitting as QCAT members. Magistrates heard 6,652 matters across regional Queensland in the reporting year. QCAT JPs also exercise a limited monetary jurisdiction of up to \$5,000 in some MCDs.

In 2020, the registry support team for MCDs in Brisbane transitioned from the Client Services Team to CAD. In addition to processing a large volume of MCD matters, the registry team also provides support to Magistrates Court registry staff in relation to MCDs.

The MCD jurisdiction achieved a clearance rate of 99 per cent in SEQ, even though a significant number of hearings were vacated in non-urgent MCDs due to COVID-related arrangements.

Throughout the reporting period, delays have been experienced in processing and finalising MCDs due to resourcing issues. Further, in late March 2020, having regard to the emerging COVID-19 situation, all non-urgent MCDs were adjourned to registry. Hearings for non-urgent MCDs recommenced in June 2020 with parties attending by telephone, following the implementation of a practice direction facilitating filing of parties' evidence and submissions in advance, rather than at the hearing.

Wait time-to-hearing and failure to meet benchmarks remains an issue in SEQ. Urgent tenancy dispute benchmarks were not being met at times in Brisbane, Beenleigh, Holland Park, Ipswich and Richlands. The adjournments and reduced number of hearings listed as a result of COVID-19, in addition to the lack of availability of courtrooms in some centres contributed to extended wait times. The time-to-hearing benchmarks in other categories of MCDs continue to be exceeded, in some cases significantly.

While in 2019-20 MCD lodgements in SEQ have dropped overall, the increasing complexity of applications and the impacts of COVID-19 had a significant adverse impact on the workloads of Tribunal decision-makers and the MCD registry team.

Appeals

The Appeal Tribunal provides an internal avenue of appeal for parties dissatisfied with a decision of the tribunal.

The President chooses a member or members to constitute the Appeal Tribunal for an appeal. The Appeal Tribunal may consist of one, two or three members. A judicial member must be constituted as the Appeal Tribunal for appeals from MCDs decided by magistrates and in external appeals brought under the *Right to Information Act 2009* (Qld) and *Information Privacy Act 2009* (Qld).

Appeals filed in 2019-20 are comparable to the previous year. An internal appeals jurisdiction enables parties to seek an appeal at QCAT in a cost effective and timely manner.

Major initiatives and achievements

Redux project

In early 2019, following a review of QCAT's workforce climate and organisational structure, the REDUX project was initiated to assist the Tribunal in:

- achieving business excellence,
- aligning its work with our strategic objectives,
- making sure QCAT had the right people, roles and capabilities; and
- making sure its people felt valued and involved.

A key focus for QCAT was improving how the registry managed its work and dealing with workload pressures. A combination of immediate and longer-term solutions, including development of a Workload Management Tool, were implemented successfully. This evidence-based tool assists managers and registrars in the forecasting and management of their team's workloads and provide QCAT with data to understand and support workload challenges experienced by staff.

Another important initiative undertaken was the successful transition of the MCD Team from Client Services to CAD. This transition gave the MCD team operational alignment with registry function and increased the expertise in managing MCD matters, through supervision by the CAD Registrar and a dedicated MCD manager.

The assistance of our QCAT people was greatly appreciated through the establishment of the Change Champions Network. This group of members and staff from across QCAT has helped facilitate change across QCAT during implementation of the Redux and business improvement bodies of work.

Over the past 18 months, QCAT has laid strong foundations to create business excellence, aligning the organisational structure to fit with our functions, building capability of our people and making sure they feel valued and engaged.

Business Improvement Group

A major initiative of the Redux project was the establishment of the Business Improvement Group to implement a common and consistent process for business improvement processes and to provide support and governance to project teams.

In the reporting period, some of the achievements of the group include:

- expanding the hospital hearing initiative to regional health facilities to ensure quick resolution of guardianship and administration matters for our most vulnerable Queenslanders, enabling adults to participate in the hearing while in hospital
- developing an ICT plan for QCAT to be best prepared for future technological changes
- implementation of dictation software to assist in the production of reasons
- a review of MCD forms to make them simpler and more accessible

- electronic provision of papers trial, to enable sessional members to have file material sent to them electronically, instead of by courier, in paper form.

With many of the projects completed or moving into a new phase of development, the work of the group is now being merged with the Redux project to form a single group that will provide high-level strategic oversight of current and future business transformation, focusing on the delivery of the new case management system and completing the business process registry reviews to streamline processes and maximise efficiencies.

QCAT 10-year Anniversary

QCAT marked 10 years of providing accessible justice to Queenslanders on 1 December 2019.

QCAT was lauded as a 'super' tribunal in 2009 as it combined 18 tribunals and 23 jurisdictions into a single one-stop shop.

From its inception, QCAT strived to increase access to justice for Queenslanders and enhance the efficiency and quality of civil and administrative decision-making.

In 10 years of operation, QCAT has dealt with more than 300,000 matters and has seen growing demand in an increasingly complex legislative environment.

Tribunal Refurbishment

A special event was held at the Tribunal on Wednesday 29 January 2020 attended by His Excellency the Honourable Paul de Jersey AC, Governor of Queensland, who officially opened QCAT's renovated offices.

The \$2.72 million refurbishment of QCAT's three floors at 259 Queen St was the first upgrade of its facilities since the Tribunal was opened in 2009.

These works provide purpose-built facilities, improving Tribunal operations, including a new client counter on level 11, more hearing and mediation rooms on level 10 and additional office accommodation across levels 9 and 11 for decision-makers and staff.

Motor vehicle matters

In the reporting year, the jurisdiction of QCAT was enlarged to include the determination of disputes about faulty motor vehicles involving amounts up to \$100,000.

The President of QCAT appointed a permanent 0.5 member of the Tribunal to manage the new motor vehicle list in respect of those matters where the amount in dispute exceeds \$25,000.

Where the amount in dispute does not exceed \$25,000, matters are dealt with in the minor civil disputes jurisdiction. **Table 5** details motor vehicle matters under and over \$25,000.

	Lodgements	Clearance rates	Pending at period end
	2019-20	2019-20	2019-20
Motor Vehicles	237	49%	122
Under \$25,000	169	52%	81
Over \$25,000	68	40%	41

Table 5: Motor vehicle matters under and over \$25,000.

In preparing for the introduction of the new jurisdiction, the following strategies were identified as supporting the objects of the QCAT Act, which include dealing with matters in a way that is accessible, fair, just, economical, informal and quick:

- an early dispute resolution process
- appointment of an assessor to help the Tribunal.

QCAT partnered with DJAG's Dispute Resolution Branch to develop and implement a mediation process, designed to give parties an opportunity to attempt to resolve their dispute as soon as possible after an application is filed in QCAT.

A number of specialist motor vehicle assessors were appointed under the QCAT Act. In appropriate cases an assessor will assist the Tribunal by giving expert evidence about a motor vehicle.

QCAT hospital hearing program

QCAT operates a hospital hearing program for guardianship and administration matters. This program was initiated for patients in hospitals administered by the Metro North Hospital and Health Service (MNHHS).

The hospital hearing program operates from Royal Brisbane and Women's Hospital, Prince Charles Hospital, and the Ipswich Hospital. The program for MNHHS commenced in July 2016 and reduced the period from filing an application to a QCAT decision being made from an average of 13-14 weeks, to three weeks for the matters that fall within the relevant guidelines. These guidelines are designed to ensure the maximum participation of the adult in these proceedings. Matters involving complex issues (e.g. disputes about an enduring power of attorney) are not suitable for this streamlined process.

Due to the reduced wait time to hearing, there has been a reduction in the number of applications for interim orders filed in the Tribunal in these matters. The QCAT registry staff take steps to ensure that all relevant information is available for the Tribunal member to hear and determine the applications.

As part of the 2019-20 budget outcomes, specific permanent funding was made available for the hospital hearing program, allowing an additional 60-75 QCAT hearing days or approximately 320 applications to be heard each year.

Following the success of this program and in response to the COVID-19 pandemic, it is proposed to expand the program to other Hospital and Health Services in Queensland. A pilot program, to consider a limited number of matters throughout the State, will commence in the first half of the 2020-21 financial year.

The specific funding arrangements for these hospital hearing programs do not, however, carry over into QCAT's general guardianship list. Funding constraints, both in terms of registry resources and the availability of members, impact directly on QCAT's capacity to process and deal with the non-hospital hearing program matters. That is why the time to hearing for those matters is 13–14 weeks, compared with three weeks for hospital hearings which fall within the relevant guidelines.

Engaging with our Court partners

Queensland Magistrates Courts Service are central to QCAT's statewide service delivery. Outside of SEQ, Magistrates (sitting as ordinary members) hear and resolve minor civil disputes locally. Courthouse registry staff also accept all other QCAT applications in the CAD Division, and HuRD, and provide valuable procedural assistance to QCAT users across both SEQ and regional Queensland.

The Magistrates Courts Service also provides QCAT with valuable courthouse facilities across Queensland for QCAT proceedings, increasing access to justice for everyday Queenslanders outside of the Brisbane QCAT Registry. During COVID-19, QCAT worked closely with Magistrates Court registries to work through issues raised as a result of adjourning matters, limiting access to courthouses, and changing processes to attend remotely in responding to COVID-19. The Magistrates Courts Service were central to the continuation of QCAT's hearings within SEQ, Cairns and Townsville and assisted with implementing attendance at hearings by remote conferencing.

While the impacts of COVID-19 limited the ability to meet regularly, QCAT understands the importance of engaging with registry staff and endeavour to meet quarterly with Magistrates Courts and Regional Service Outlets via videoconferencing to identify any opportunities for improvement, to enhance consistency of QCAT processes and provide registry staff with updated information on QCAT's operations.

Courthouse registry staff continue to regularly engage with QCAT registry staff using 'real time' online chat to assist with questions they have about specific applications received or to assist clients seeking information at their registries, or how to implement the new changes and processes as a result of QCAT's response to COVID-19.

Appendix 1 — Member and registry directory

Judicial members

Hon Justice Martin Daubney AM, President

Judge John Allen QC, Deputy President

Supplementary Judicial member

Hon Justice Timothy Carmody (retired September 2019)

Senior members

Professor Ned Aughterson

Ian Brown

Tina Guthrie

Michelle Howard

Ordinary members

Jim Allen (term as permanent member ended November 2019)

Joanne Browne

Glen Cranwell

Sandra Deane (commenced January 2020)

Ann Fitzpatrick (commenced December 2019)

Julie Ford

Susan Gardiner

Jeremy Gordon (term as permanent member ended January 2020)

Michael Howe

Bevan Hughes

Paul Kanowski

Barbara Kent

Gwenn Murray

David Paratz

Samantha Traves

Adjudicators

John Bertelsen

Elizabeth Gaffney (commenced December 2019)

Linda-Anne Griffiths (resigned May 2020)

Marcus Katter

William LeMass

Michelle Lember (commenced December 2019)

Gabrielle Mewing

Jodie Stroud (commenced December 2019)

Derek Struik (commenced December 2019)

Alan Walsh

Anna Walsh

Judicial sessional members

Hon Peter Lyons QC

John McGill SC (commenced February 2020)

Hon Duncan McMeekin QC (commenced December 2019)

John Robertson

Hon James Thomas AM QC

Sessional members

Jim Allen (commenced
December 2019)

Stephen Armitage

Adrian Ashman

Brydget Barker-Hudson

Rodney Barnes

Dr Sandra Baxendell

Barbara Bayne

Leanne Bou-Samra
(commenced December
2019)

Peter Bridgman

Dr Christopher Bridges

Susan Burke

Lisa Butson (commenced
December 2019)

John Carey

Christopher Carrigan
(commenced December
2019)

Julia Casey

Les Clarkson

Roxanne Clifford

Tina Cockburn

Dr Alan Collier

Simon Coolican

William Cooper	Carolyne Hemingway	Louise McDonald
Andrew Corrigan	Steven Holzberger	Amanda McDonnell
Kristy Crabb	Elizabeth Hulin	Andrew McLean Williams
Rosemary Dalby	Noel Jensen (commenced December 2019)	Margaret McLennan
John Davies (commenced December 2019)	Ronald Joachim	Jennifer McVeigh (commenced December 2019)
Sandra Deane (appointed as a Member January 2020)	Adam Johnson	Gabrielle Mewing
Rodrigo De Luca	Mark Johnston	John Milburn
Raelene Ellis	Christine Jones	Elissa Morriss
Clare Endicott	Neil Judge	Natalie Myatt
Richard English	Sandra Kairl	Roslyn Newlands
Paul Favell	Dr Dominic Katter	Jon Norling
Penelope Feil	Marcus Katter	Ross Oden (commenced December 2019)
Jennifer Felton	Dr Shelley Keane	Robert Olding
Dr Brian Fitzgerald (commenced December 2019)	Benjamin Kidston	Richard Oliver
Ann Fitzpatrick (appointed as a member January 2020)	Elisa Kidston	Robyn Oliver
Dr John Forbes	Dr Terry King	Louise Pearce
Karen Garner	Robert King-Scott	Dianne Pendergast (resigned November 2019)
Christopher George (commenced December 2019)	Patricia Kirkman-Scroope	Wayne Pennell
Pamela Goodman	Vincent Knox (commenced December 2019)	Bryan Pickard
Peter Goodwin (commenced December 2019)	Peter Krebs	Vass Poteri
Jeremy Gordon (commenced January 2020)	Ross Lee	Graham Quinlivan
Dr Wendy Grigg	William LeMass	Dr Robert Rees
Geoffrey Gunn	Darren Lewis	Linda Renouf
Ian Hanger AM QC	David Lewis	Christine Roney
Patricia Hanly	John Lobban	Peter Roney QC
Renea Hart	Stephen Lumb	Keta Roseby
	Mary (Lynne) Matsen	Dr Richard Roylance
	Timothy Matthews QC (commenced December 2019)	Jennifer Sheean
	Donald McBryde	Annette Sheffield

Dr Rosemary Stafford
Dr Daniel Stepniak
Derek Struik

Christopher Taylor
(commenced December
2019)
Glen Thorpe

Suellan Walker-Munro
Paul Williams
Michael Wood

Justices of the Peace

James Anderson

Mark Anthony

Paul Arthur

Lawrence Ballinger

David Barkley

Leigh Bernhardt

Gloria Beyers

Robert Brummell

Lisa Butson

Bryan Carpenter

Chiu-Hing Chan

Alan Collier

Michael Corlett

John Crighton

Christine Cuthbert-Steele

Peter Dollman

Malcolm Edmiston

Kevin Erwin OAM

Vincent Everett

Katherine Jane Fenwick

Michael Francis

Anthony Friel

Arthur Fry

Jodie George

Marian Goddard

Sean Goodsir

Linda-Anne Griffiths

Samuel Hardin

Arron Hartnett

Jane Hawkins

Marilyn Heath

John Howie

Angela-Marie James

Trudi Jobberns

Raymond Kelly

Victoria Laing-Short

Jason Lawler

Bruce Little

Lynette Maguire

Rob Martin

Suzanne McCormack

Karl McKenzie

Carmel McMahan

Barry McPhee

Christopher Mills

Jessica Mills

Deanna Minchio

Stacey Morton

Shirley Murray

Mejrem Mustafa

Joanne Myers-Cave

Catherine O'Donnell

Stephen Osachuk

Adam Ozdowski

Noel Payne OAM

David Phipps

Graeme Rogers

Carol Ann Rolls

Hedley Rye

Darryl Schmidt

Dayle Smith

Stuart Smith

Alan Snow

James Stackpoole OAM

Helen Staines

Bruce Starkey

Susan Maree Stubbings

Darren Swindells

Bill Thomas

Barry Vickers

Carole Watson

Angela Yin

Registry officers

Executive Director and Principal Registrar

Natalie Parker

Deputy Principal Registrar

Melissa Meldrum

Management team

Registrar CAD — David Bancroft

Registrar HuRD — Mathew James

ADR/PMO Manager — Peter Johnstone

Client Services Manager

- Terry McDonald (to November 2019)
- Brett Newsome (from November 2019)

Business Services Manager — Justine Steele

Operations Support Manager — Brendan Carlson

Communications Manager — Andrew Dunne

Human Resources Manager

- Angela Eickenloff (to January 2020)
- Terry McDonald (from January 2020)

Appendix 2 — *Guardianship and Administration Act 2000* reporting requirements

Section 83 of the *Guardianship and Administration Act 2000* requires QCAT to report on:

- the number and type of limitation orders made by the tribunal, and
- the number of applications, approvals and orders made under chapter 5B of the Act during the year.

Tables 6, 7 and 8 provide the information for those reports.

	Applications for guardianship for restrictive practice matters		Reviews of guardianship for restrictive practice matters	
	2018-19	2019-20	2018-19	2019-20
Order made	84	110	262	153
Dismissed / revoked	9	29	40	35
Deceased	1	0	0	0
Administrative closure	6	5	11	7
Withdrawn at hearing	4	10	2	1
Rejected	0	2	0	0
Total	104	156	315	196

Table 6: Applications and review of guardianship for restrictive practice matters.

The number of reviews of guardianship for restrictive practice are cyclical due to legislative changes in 2015 to allow two-year appointments. Prior to 2015, only one-year appointments were permitted. As a result of that change, the number of reviews varies significantly each year, due to all pre-2015 appointments being on a similar two-year review cycle. This is the reason for the significant decrease in reviews of guardianships for restrictive practice matters.

Containment, seclusion and other restrictive practices approvals

	Approved		Dismissed / revoked		Withdrawn / Administrative Closure/Rejected		Total	
	2018- 19	2019- 20	2018-19	2019- 20	2018-19	2019-20	2018-19	2019-20
Containment	4	7	1	2	1	2	6	11
Review of containment	34	30	1	2	2	1	37	33
Seclusion	3	6	1	1	2	1	6	8
Review of seclusion	32	26	2	4	2	1	36	31
Application for another restrictive practice	3	7	0	2	1	1	4	10
Review of application for another restrictive practice	45	38	2	3	2	0	49	41

Table 7: Containment, seclusion and other restrictive practices approvals.

Limitation orders

Limitation order type	Number made	
	2018-19	2019-20
Adult evidence order (s.106)	9	8
Closure order (s.107)	5	5
Non-publication order (s.108)	8	25
Pre-Hearing Non-Publication Order (s.110)	10	10
At Hearing Confidentiality order (s.109)	34	49
Pre-Hearing Confidentiality order (s.110)	47	30
No orders made	36	76
Total applications received	149	203

Table 8: Limitation orders.

The Tribunal may make a limitation order, but only to the extent necessary, if the Tribunal is satisfied it is necessary to avoid serious harm or injustice to a person. The different types of limitation orders are an Adult Evidence order; a Closure order; a Non-Publication order; or a Confidentiality order. Pre-hearing Non-Publication or Confidentiality orders are vacated at the subsequent hearing. The Tribunal may make a further order, after hearing from the parties and any person with standing.

A copy of all limitation orders made at a hearing is provided to the Public Advocate. This includes all information before the Tribunal in its consideration of the making the limitation order, including the document or other information that is the subject of the limitation order and the Tribunal's written reasons for making the order.

Appendix 3 — Legislative reviews

Regulation amendments

The QCAT Regulation was not amended in the reporting period.

Legislative review

The QCAT Act was amended during the 2019-20 reporting year.

The enabling Acts and Regulations affecting QCAT that were assented to in this period are:

- *Building Industry Fairness (Security of Payment) and Other Legislation Amendment Act 2020*
- *COVID-19 Emergency Response Act 2020*
- *Health Transparency Act 2019*
- *Justice and Other Legislation Amendment Act 2020*
- *Medicines and Poisons Act 2019*
- *Police Service Administration (Discipline Reform) And Other Legislation Amendment Act 2019*
- *Police Powers and Responsibilities and Other Legislation Amendment Act 2020*
- *Transport Legislation (Road Safety and Other Matters) Amendment Act 2019*
- *Health Legislation (COVID-19 Emergency Response) Regulation 2020*
- *Justice Legislation (COVID-19 Emergency Response—Documents and Oaths) Regulation 2020*
- *Residential Tenancies and Rooming Accommodation (COVID-19 Emergency Response) Regulation 2020*
- *Retail Shop Leases and Other Commercial Leases (COVID-19 Emergency Response) Regulation 2020*

2019-20 practice directions

There were eight practice directions in the reporting period:

Practice direction 1 of 2019, [QCAT Christmas Closure 2019](#), effective 27 August, 2019.

Practice direction 2 of 2019, [Motor Vehicle List](#), effective 2 September 2019.

Practice direction 1 of 2020, [Arrangements for QCAT for the week commencing 23 March 2020](#), effective 18 March 2020.

Practice direction 2 of 2020, [COVID-19 Arrangements for Guardianship matters from Monday 30 March 2020](#), effective 25 March 2020.

Practice direction 3 of 2020, [COVID-19 Arrangements for Urgent MCD Tenancy matters in Brisbane CBD from Monday 30 March 2020](#), effective 25 March 2020. Amended 28 April 2020.

Practice direction 4 of 2020, COVID-19 Arrangements for QCAT matters (other than Guardianship and Urgent MCD Tenancy matters) from Monday 30 March 2020, effective 25 March 2020.

Practice direction 5 of 2020, COVID-19 Arrangements for Non-Urgent Minor Civil Dispute Hearings, effective 25 March 2020. Amended 28 April 2020.

Practice direction 6 of 2020, Arrangements for MCD Tenancy matters under the *Residential Tenancies and Rooming Accommodation (COVID-19 Emergency Response) Regulation 2020*, effective 28 April 2020.

Appendix 4 — Acronyms

Acronym	Meaning
ADR	Alternative dispute resolution
CAD	Civil, administrative and disciplinary division
DJAG	Department of Justice and Attorney-General
HuRD	Human rights division
JP	Justice of the Peace
MCD	Minor civil dispute
MNHHS	Metro North Hospital and Health Service
MVL	Motor vehicle list
PMO	Project management office
QCAT	Queensland Civil and Administrative Tribunal
QHealth	Queensland Health
SEQ	South east Queensland