

2018–19

Annual report

Queensland Civil and Administrative Tribunal

About QCAT's annual report

The Queensland Civil and Administrative Tribunal's annual report summarises its performance for 2018–19 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

September 27, 2019

The Honourable Yvette D'Ath MP
Attorney-General and Minister for Justice
Office of the Attorney-General
GPO Box 149
Brisbane Qld 4001

Dear Attorney-General,

I present the Queensland Civil and Administrative Tribunal's Annual Report 2018–19.

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

This Annual Report is deliberately designed to be simple, straight-forward and accessible.

It is meant to reflect QCAT's mission of providing Queenslanders with simple and accessible access to civil justice.

The downside of this approach, however, is that the simplicity and relative brevity of this report tend to mask the jurisdictional and organisational complexities of QCAT.

Tens of thousands of Queenslanders come to QCAT each year. From the simplest of neighbourhood disagreements to the most complex of building disputes; from guardianship and administration proceedings in which the rights of the most vulnerable in the community are protected to professional disciplinary proceedings for the protection of the public; from review of government decisions to resolving claims between consumers and traders. And much more.

The diversity of jurisdictions, and the competing needs of those who access QCAT's services, call for a unique organisational approach, on both the decision-making and the registry sides.

As we approached the 10th anniversary of QCAT's establishment, it was clear that it was time to press the "reset" button on our organisation. Not that it was in any way broken, nor that the merger of a diverse range of separate tribunals had not been successful. Rather it was to take a deep breath, review the assimilation of QCAT's merged organisation, and identify how a good operation could build on the existing experience and expertise of its decision-makers and staff to provide better and more efficient civil justice services for Queenslanders.

That explains why this has been a very busy year for QCAT, with two major projects on the go.

First, we have had the "QCAT Redux" project, which is described later in the report. It has captured the learnings of the past, and given us a roadmap to allow QCAT to evolve in response to the expanding jurisdictions conferred on QCAT and the ever-increasing number of Queenslanders whose cases are dealt with in QCAT each year.

Secondly, we have commenced significant renovation of QCAT's premises. When completed, QCAT will have expanded and updated hearing and mediation facilities, and cohesive accommodation for members and registry staff.

For QCAT to undertake these two major projects in one year has been a huge call on the dedication and goodwill of all QCAT people. The QCAT Redux Project has involved broad consultation and significant commitments of time and expertise across all areas of the organisation. The renovations have involved disruption and temporary dislocations for many staff and members. All of this has been, and continues to be, undertaken without any disruption to QCAT's day-to-day work. I owe a sincere debt of gratitude to everyone at QCAT for joining me on the QCAT Redux journey and for their patience and co-operation in undertaking the renovations.

The process of allowing QCAT to evolve both physically and organisationally has been significantly assisted by the positive outcomes for QCAT in the 2019-20 State Budget. As noted later in this report, QCAT's operating budget has been enhanced. Remuneration rates for sessional members, which had lain dormant for so long, have been improved. It is appropriate to acknowledge this recognition by the Executive Government of the important role played by QCAT in administering civil justice in Queensland.

Whilst I have the privilege of the presidency of QCAT, the reality is that my role at QCAT depends on many people. I am grateful to every one of them:

- The Deputy Presidents, Judge Suzanne Sheridan and her successor Judge John Allen QC, each of whom has provided me with invaluable support;
- The Senior Members for their leadership and advice, and all of the members, adjudicators, mediators, and QCAT Justices of the Peace. Each of them is singularly dedicated to their role in serving the administration of civil justice in Queensland;
- The many Magistrates in regional Queensland who sit as QCAT members for minor civil disputes;
- The Acting Executive Director, Ms Natalie Parker, and her staff whose dedication and expertise have shone throughout the QCAT Redux Project and the evolution of our organisation. I also acknowledge again with gratitude the many years of service by Ms Mary Shortland, whose term as QCAT's Executive Director formally expired during the year under review;
- The Principal Registrar, Ms Melissa Meldrum, and all in the QCAT Registry, whose commitment and expertise are essential to the delivery of QCAT's justice services;
- All of our business services and ancillary staff, who invariably go above and beyond the call of duty to ensure QCAT is operationally efficient and accessible to all.

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.

This report serves to reaffirm the commitment of all QCAT people to continue building on the sure footings on which it was established, and to excel in its mission of actively resolving disputes in ways that are fair, just, accessible, quick and inexpensive.

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 (e.g. referrals and reviews involving lawyers, health practitioners, police, teachers, veterinary surgeons and engineers)
- minor civil disputes (e.g. residential tenancy disputes, minor debt and consumer law)
- referrals by the Anti-Discrimination Commission Queensland (e.g. complaints of alleged unlawful discrimination, sexual harassment, vilification and victimisation).

The tribunal also has an internal appeal jurisdiction providing users with an efficient and inexpensive appeals process.

Jurisdiction, powers and functions of the tribunal

QCAT commenced on 1 December 2009 and amalgamated 18 tribunals and 23 jurisdictions. Its 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)
- 180 Acts and Regulations (enabling Acts) which, 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 (for example, disputes about retail shop leases); and disciplinary (for example 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 2019, the decision-making cohort of QCAT comprised:

- one president
- one deputy president
- one supplementary judicial member
- four senior members
- nine full-time members
- four part-time members
- 3 judicial sessional members
- 97 sessional members
- three full-time adjudicators
- four part-time adjudicators
- 72 justices of the peace (JP).

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

QCAT registry

The administration of QCAT falls under the [Department of Justice and Attorney-General](#) (DJAG). During the reporting period, the Minister responsible for QCAT was the Honourable Yvette D'Ath, Attorney-General and Minister for Justice.

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

In South East Queensland (including Brisbane), minor civil disputes (MCD) are largely heard by QCAT adjudicators appointed under the QCAT Act, who circuit the South East Queensland centres. In regional and rural areas, MCDs are heard by magistrates who are ordinary members of QCAT for minor civil dispute hearings. In Brisbane, Ipswich, Maroochydore, Southport and Townsville a panel of two JPs, one of whom must be legally qualified, can constitute the tribunal to resolve some MCDs valued up to \$5,000.

In Brisbane, matters other than MCDs are heard by QCAT members. In other areas of South East Queensland 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.

Local Magistrates Courts act as QCAT's registries across regional and rural Queensland and in South East Queensland (excluding Brisbane). Outside Brisbane, Magistrates Court registry staff accept QCAT applications and supporting documents, receive application fees, process MCD applications, assign hearing dates and manage applications through to resolution. Within Brisbane, applications and documents received at Magistrates Courts are forwarded to QCAT's Brisbane registry.

QCAT also employs hearing support officers in Cairns and Townsville to assist in the hearing of matters in those locations.

The registry manages the tribunal's administration.

At a glance

30,395 cases finalised	96% clearance rate	82% user satisfaction	83,426* calls answered	12,929 counter enquiries
13,764 Searches of QCAT records	Call response time of 6.87 minutes	19,307** proceedings scheduled	357 confirmed interpreter bookings	Average cost per matter \$777

*QCAT transitioned to a new phone system, 26th June 2018.

**excludes minor civil disputes

Administrative workforce

QCAT's administrative workforce comprises:

- the Executive Director
- the Principal Registrar
- 117 permanent registry positions.

Senior officer details are contained in [Appendix 1](#).

This is a moderately-sized workforce with significant justice service delivery responsibility and experience.

QCAT supports its staff attaining relevant professional qualifications. This year, one staff member accessed the departmental Study and Research Assistance Scheme and was successful in completing her Bachelor of Laws degree.

QCAT is proud to support flexible working arrangements for people managing tertiary study, family commitments and other personal responsibilities. Fourteen 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 74 per cent. The management team has an even gender split, with 50 per cent women.

There was one voluntary medical retirement in the reporting period.

Finances

Government appropriation \$20,260M
Revenue from fees \$3.352M
Total operating expenses \$23.612M

Workload and outcomes

QCAT continues to observe year-on-year growth in lodgements.

The 2018–19 financial year has seen an average one per cent increase in lodgements. The increase in the complexity of matters and the increasing volume of interlocutory applications made in proceedings continued to place pressure on the tribunal members and registry staff in the reporting period. It is expected the increased funding received in the 2019-20 Queensland government budget will see an improvement in this area in the next reporting period.

Table 1 provides an overview of operations.

Service performance criteria	2014–15	2015–16	2016–17	2017–18	2018-19
Cases lodged	28,666	30,073	30,858	31,229	31,592
Cases finalised	31,104	30,029	29,736	31,326	30,395
1300 calls managed	103,718	112,370	107,313	112,515	83,426
Call response time (average)	9.02 minutes	3.17 minutes	3.53 minutes	15.51 minutes	6.87 minutes
Search request of QCAT records	17,572	16,772	16,136	15,866	13,764
Counter enquiries	10,623	11,955	10,803	13,418	12,929
Proceedings scheduled*	17,428	17,607	17,728	18,428	19,307
Cost per matter (average)	\$653	\$721	\$728	\$717	\$777
Interpreter and translation services provided	266	290	347	347	357
Complaint rate	0.8%	0.9%	0.7%	0.9%	1.1%
User satisfaction rating	71%	82%	82%	81%	82%

Table 1: Overview of operations. Proceedings scheduled exclude minor civil disputes

Clearance rates

QCAT achieved a clearance rate of 96 per cent in 2018–19, which was four per cent below the service delivery standards. It is hoped the increased funding received in the 2019-20 Queensland government budget will see an improvement in this area in the next reporting period.

Figure 1 displays QCAT's clearance rates from 2012 through to 2019.

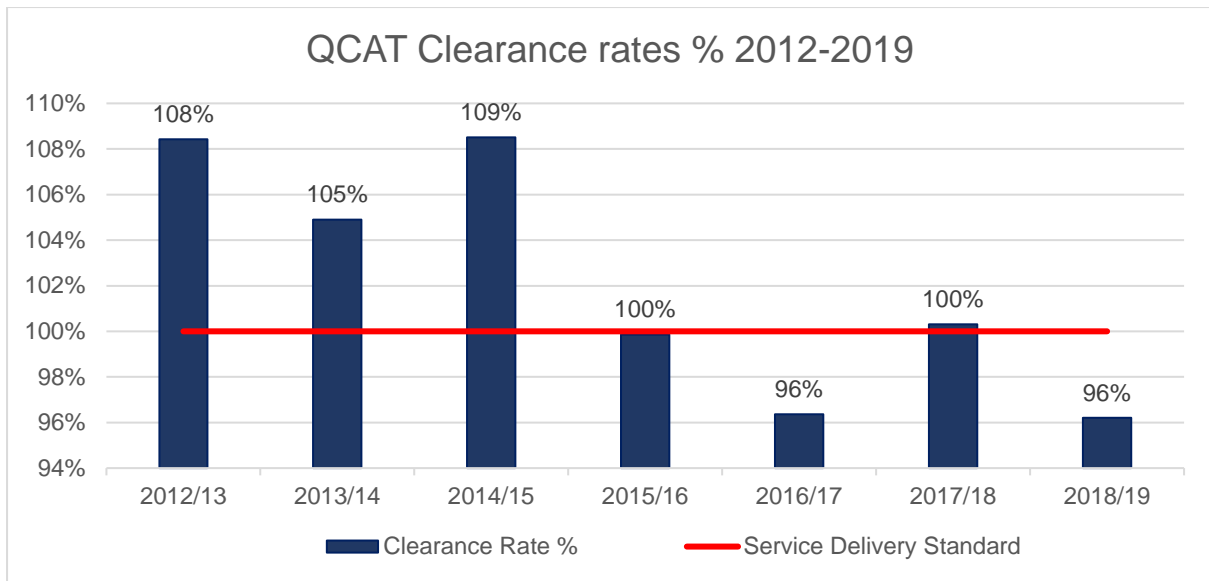


Figure 1: QCAT clearance rates 2012–2019 by percentage.

Table 2 details cases pending as at 30 June 2019.

	2015–16	2016–17	2017–18	2018–19	% difference
Cases pending	5,140	6,262	6,165	7,362	19.4%
Overall clearance rate	100%	96%	100%	96%	-4.0%

Table 2: Number QCAT cases pending at 30 June 2019 and percentage difference 2017–18 and 2018–19 financial years.

Outcomes by jurisdiction

QCAT is required to report the number of 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		
	2017–18	2018–19	% diff	2017–18	2018–19	% diff	2017–18	2018–19	% diff
Human Rights									
Anti-discrimination	52	57	10%	121%	74%	-47%	46	61	33%
Children	318	413	30%	94%	75%	-19%	192	296	54%
Guardianship	12,684	12,805	1%	102%	94%	-8%	2,782	3,500	26%
Civil									
Building	333	352	6%	101%	76%	-25%	183	268	46%
Retail shop leases	217	188	-13%	84%	98%	14%	107	111	4%
Minor civil disputes	16,210	16,246 ¹	0%	101%	99%	-2%	1,767	1,850	5%
Other civil disputes	77	86	12%	101%	67%	-34%	160	188	18%
Neighbourhood disputes	240	218	-9%	89%	103%	14%	131	124	-5%
Administrative and Disciplinary									
General administrative review	417	469	12%	77%	86%	9%	296	364	23%
Occupational regulation	321	368	15%	92%	82%	-10%	240	305	27%
Appeals									
QCAT Appeal Tribunal	348	372	7%	100%	91%	-9%	253	285	13%
Re-openings and renewals									
Re-openings	9	14	56%	67%	100%	33%	7	7	0%
Renewals	3	4	33%	100%	50%	-50%	1	3	200%
TOTAL	31,229	31,592	1%	100%	96%	-4%	6,165	7,362	19%

Table 3: Outcomes by jurisdiction.

Reserved decisions

As at 30 June 2019, QCAT had 167 outstanding reserved decisions, which is five less than at June 2018. Of these decisions, 90 were older than 90 days and 67 of these were older than 180 days.

¹ Excludes 7450 applications that were received by Magistrates Courts outside of South East Queensland.

Of the 167 reserved decisions, 29 were in the minor civil dispute (MCD) jurisdiction, of which seven were more than 90 days old.

As reported in 2017-18, the increase in reserved decisions was largely attributable to the reduced number of full-time members and adjudicators throughout that reporting year, which had a significant impact on workload and time available to clear reserved decisions.

The appointment of new senior members, members and adjudicators in June 2018 has eased pressure on the tribunal. During the reporting year, affected tribunal members have made a concerted effort to clear reserved decisions but the effects of the shortage in tribunal resources in 2016-17, and to a greater extent in 2017-2018, continue to impact on clearance of reserved decisions.

The President is actively managing reserved decisions.

Complaints

QCAT has a low complaint rate of 1.1 per cent for 2018–19. A total of 337 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).

Trends and issues

QCAT Review

Since being established in 2009, QCAT has been experiencing significant challenges in meeting growing demand within an increasingly complex legislative environment.

In early 2018, Prominence Pty Ltd undertook a review to assess and provide recommendations regarding QCAT's workforce climate and organisational structure to:

- Improve QCAT's internal functions, work models, communications and interactions to optimise QCAT's capacity to work together to achieve a common mission.
- Build a professional supportive culture at the core of the tribunal to ensure QCAT delivers effective, efficient justice services.

In September 2018, Prominence Pty Ltd delivered the QCAT Workforce Climate and Organisational Structure Review Final Report to QCAT. The review found that QCAT was functioning quite well and there was no need for wholesale changes. Rather there were a number of smaller reforms that would make QCAT even better.

In early 2019, the QCAT Redux project commenced to implement the findings of the report and initiated a number of changes that, over time, will further assist QCAT in:

- achieving business excellence
- aligning its work with our strategic objectives
- making sure QCAT has the right people, roles and capability
- making sure its people feel valued and involved.

Further information about Redux can be found in [Major Initiatives and Achievements](#).

Budget outcomes

As part of the 2019-20 Queensland Budget, QCAT received an additional \$11.309 million over a four year period, with \$2.536 million per annum ongoing to maintain its ability to protect the needs of Queenslanders in an accessible and timely manner.

This funding injection reflects a 10 per cent increase in QCAT's base funding. The additional funding means both the registry and tribunal will be better placed to meet workload demands. This will be achieved through the conversion of seven temporary registry positions to permanent, extra member and adjudicator resources, a permanent conversion of two temporary registry positions to accommodate the NDIS and the creation of 1.5 new registry positions to meet the needs of the new Motor Vehicle Dispute laws.

QCAT also received funding to transform its business processes and strengthen its leadership capacity, as well as funding to completely cover its tenancy costs at 259 Queen St.

This budget outcome will enable QCAT to move into the future with increased resourcing to meet the continued and growing need of Queenslanders to access justice in a timely manner.

Refurbishment

QCAT is undergoing a major refurbishment to facilitate improvement of its service capacity.

Valued at \$2.72 million, the refurbishment of levels 9, 10 and 11 of 259 Queen Street commenced in April 2019 allowing QCAT to occupy the whole of those floors.

These capital works will provide purpose-built facilities to improve the operation of the tribunal, allowing 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 members and staff.

The renovations are scheduled to be completed in December 2019.

Digital transformation

QCAT continues to focus its digital transformation strategies in two areas:

- renewing ageing ICT capabilities to reduce risk and achieve efficiency
- delivering contemporary services through digital solutions that improve service outcomes

Each of these areas is consistent with delivery of the goals of accessible, timely and responsive service. QCAT continues to recognise that digital transformation must be supported by a collaborative approach, both across QCAT and across the Department more broadly.

To achieve success QCAT is moving towards an agile approach to our digital transformation activities. This methodology allows QCAT to develop its understanding of problems and to test hypotheses and solutions. QCAT is also committed to ensuring that any ICT solutions are driven by its business needs and are focussed on customer experience. QCAT also continues to focus on ensuring that it has the appropriate capability to ensure that its ICT strategies are successfully planned and implemented.

It is essential that QCAT has the right people, with the right skills being deployed in the right way. This will continue to be an area of focus in the coming year. In 2019/20, QCAT will continue to focus IT resources on digital service delivery and automation. Of particular importance will be projects including the chatbot, the ongoing development of on-line forms and the replacement of our existing Case Management Systems.

Motor Vehicle Matters

New laws giving greater protection for people who have purchased a defective car, motorcycle, caravan or motorhome will come into effect from 1 September, 2019.

The *Queensland Civil and Administrative Tribunal and Other Legislation Amendment Act 2019* gives QCAT jurisdiction to hear defective motor vehicle claims up to \$100,000 in value (previously \$25,000). Additionally, 30-day or 1000 km warranties for motorists buying a vehicle more than 10 years old or with 160,000 km or more on the odometer will be restored. The reinstated protection sits with the current statutory warranty, which provides a three months or 5000 km warranty for second-hand vehicles bought from a motor dealer that are no more than 10 years old and have travelled less than 160,000 km.

As part of the 2019-2020 budget outcomes, QCAT received dedicated funding for an extra 1.5 registry positions and half-a-member to manage and hear these motor vehicle disputes quickly and efficiently.

Guardianship amendments

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 and to appoint an administrator for a missing person.

Although passed, the provisions of the Act affecting QCAT have not yet commenced and the impacts these changes will make on workload are currently being assessed.

Division and List Management

Unlike equivalent tribunals in other jurisdictions, some of which have members at a deputy president level to manage divisions, assisted by multiple senior members to manage lists within the various divisions, QCAT's four Senior Members have been managing QCAT's Divisions and all of the lists into which its jurisdiction is divided.

Increases in workload, complexity and numbers of interlocutory applications in proceedings have been reflected in increased pressures on the Senior Members.

The Senior Members also shoulder a significant function assisting the President in the management of the Tribunal. And, as Senior Members, they regularly hear novel and complex proceedings and appeals.

In 2018, the President decided to devolve some list management responsibilities to full-time and part-time Members. These changed arrangements largely took effect in the 2017-2018 year. Some ongoing modification to the arrangements continues.

As part of the QCAT Redux project, work began in the reporting year to clarify the proper roles and key functions of Senior Members so as to enable prioritisation of their work for the benefit of the Tribunal and, where possible, further devolution of their functions. The object of the review is to rationalise the workload of the Senior Members so as to enable them to focus on the tasks and functions which are appropriate for their leadership positions and which are essential to the proper functioning of the Tribunal. This review is likely to have resource and budgetary impacts consequent upon any reallocation of tasks and functions presently performed by Senior Members to both permanent and sessional ordinary members, and any further reallocation of tasks and functions to adjudicators.

The impact of workload pressures on all members, including the Senior Members, is reflected in this year's clearance rates.

Lodgement growth and complexity

Increases in the complexity of the matters lodged, coupled with QCAT's limited resources, continue to put pressure on QCAT's ability to meet its benchmarks for annual clearance rates.

This increase in lodgements does not measure the rise in interlocutory applications, reflecting the increasing complexity of issues and greater awareness of such applications on the part of people interacting with the tribunal.

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 one per cent in 2018-19; an additional 121 matters. Increases in lodgements each year in this jurisdiction are impacting on QCAT's overall clearance rate. The guardianship clearance rate now stands at 94 per cent, which is a significant reduction from last year's result of 102 per cent.

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

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

[Tables 4, 5 and 6, which are set out in Appendix 2](#), provide the information for those reports.

Child protection

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

In 2018-19, QCAT managed 128 child protection matters; QCAT uses Compulsory Conferences to identify the key areas of concern for applicants, and to facilitate agreements moving forward. Of the matters which progressed to a compulsory conference, 39 per cent were resolved at the conference.

Ninety-three per cent of all applications relating to child protection matters were finalised prior to a tribunal hearing.

In the reporting year, there has continued to be a focus on ensuring children have their views heard directly rather than through an intermediary. Nineteen per cent of QCAT proceedings had direct child involvement, with a further 24 per cent of proceedings having indirect child involvement (e.g. through advocates or representation).

Anti-discrimination

QCAT's jurisdiction to hear workplace related anti-discrimination matters was amended by the passing of the *Industrial Relations Act 2016*. That Act provided the Queensland Industrial

Relations Commission with exclusive jurisdiction to deal with all workplace related anti-discrimination matters. Prior to that, QCAT had jurisdiction to hear such matters. As a result, the number of applications referred to QCAT from the then Anti-Discrimination Commission (now known as the Human Rights Commission) more than halved in the previous reporting period (down from 107 in 2016-17 to 52 in 2017-18). In this reporting period there were 57 lodgements and the number of applications is expected to remain stable moving forward.

Although numbers are small, typically anti-discrimination proceedings are resource-intensive for the tribunal and involve multiple interlocutory applications.

Civil, administrative and disciplinary divisions

The civil, administrative and disciplinary (CAD) divisions incorporates a broad range of jurisdictions, including:

- domestic building disputes (no monetary limit)
- tree disputes
- community living (in community title schemes; retirement villages; manufactured home parks)
- retail shop lease disputes (up to \$750,000)
- 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, with significant increases in building disputes (6 per cent), general administrative review applications (12 per cent), other civil disputes (12 per cent) and occupational regulation (15 per cent).

Lodgements have increased as has the complexity of matters. This year saw some resourcing respite with the allocation of limited specific funding to implement the Motor Vehicle List and two temporary registry positions being made permanent. Overall, however, resourcing for both the member and registry sides of these divisions remains challenging, with consequential adverse impacts on timeliness and efficiency.

In response to these pressures, CAD has commenced an exhaustive review to streamline the application and hearing processes.

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 increased by seven per cent in 2018–19. The increase in appeal applications demonstrates the success of the internal appeals policy implemented in the legislation at the start of QCAT. This important option for parties enables them to seek an appeal in a cost effective and timely manner.

Minor civil disputes

Almost 24,000 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) 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 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 South East Queensland are decided by QCAT adjudicators. In regional areas, MCDs are heard by magistrates sitting as QCAT members. Magistrates heard 7,450 matters across regional Queensland in the reporting year. QCAT JPs also exercise a limited monetary jurisdiction up to \$5,000 in some MCDs.

MCDs in South East Queensland are managed as part of the functions of the client services team (CST). The team also provides advice to Magistrates Court registry staff about QCAT procedures for MCDs and other matters. The CST also performs a range of additional client services functions (including front counter and telephone enquiries) in addition to managing the large number of MCD matters.

The MCD jurisdiction achieved a clearance rate of 99 per cent in South East Queensland, just below the 100 per cent benchmarks.

QCAT has benchmarks for how long it is acceptable for tribunal users to wait for their matters to be heard. Throughout the year, delays have been experienced across MCD jurisdictions due to resourcing issues, including an insufficient number of decision-makers.

While in 2018–19 MCD lodgements in South East Queensland have remained stable, the increasing complexity of applications had a significant adverse impact on the workloads of tribunal decision-makers and the CST.

Wait time-to-hearing and failure to meet benchmarks remains an issue in South East Queensland. Urgent tenancy dispute benchmarks were not being met at times in Brisbane, Beenleigh, Holland Park, Ipswich and Richlands. The lack of availability of courtrooms in some centres also contributed to extended wait times. The time-to-hearing benchmarks in other categories of MCDs continue to be exceeded, in some cases significantly. Despite that, some improvements in the number of weeks to hearing have been made through a range of strategies and intensive efforts throughout the period.

Major initiatives and achievements

Redux

The QCAT Redux project began in February 2019 and aimed to deliver initiatives to improve service for our clients and make QCAT an even better place to work. At the heart of Redux is the **SLIP** rule:

- Is it **S**imple?
- Is it **L**egal?
- Does it **I**mprove services?
- Is it **P**roportionate?

The key areas that Redux focused on improving were:

Workload management – aimed to provide tools and development to staff to help them manage their workload. A process for escalating workload concerns was developed along with ongoing workload monitoring at the leadership level.

Leadership coordination and development – aimed to help the leadership group to work together to achieve 'One QCAT'. A coaching provider was engaged to work with the leaders to do some team building and individual coaching. Leaders were given basic coaching skills to help them coach staff through the change.

Capability assessment and development – aimed to improve the skills and capabilities of everyone who works at QCAT. A skills analysis was undertaken and a program of learning opportunities developed. Special attention was given to leadership skills, change management skills and induction.

Health and wellbeing – aimed to improve the health and wellbeing of everyone who works at QCAT, particularly in the areas of self-care, self-management, stress management and managing conflict.

Values and behaviour – aimed to develop a consistent set of values and behaviours across QCAT. These values will be communicated to people new to QCAT as part of their induction.

Organisational Structure and role clarity – aimed to improve the role clarity and business alignment of functions within QCAT. Activities were run to establish role clarity for senior level roles. Tools have been developed to help leaders clarify roles and responsibilities in their teams.

Goal setting and feedback project – aimed to review the current process to set goals and provide feedback to identify areas of improvement. It includes development for managers and supervisors in setting goals and providing constructive feedback.

By the end of the reporting period, work was well advanced in most of these areas, with two areas – Workload Management and Health and Wellbeing – adopted as business as usual practice.

Business Improvement Group

A major initiative of the QCAT Redux project was the establishment of the Business Improvement Group (BIG) in early 2019 to implement a common and consistent process for business improvement processes and to provide support and governance to project teams. BIG is chaired by the Deputy President and has representatives from the member and registry cohorts. Key projects finalised or progressing well under BIG's oversight in the reporting period include:

Standard Directions Template project: A project to standardise the directions templates used at QCAT across all jurisdictions to streamline and efficiently manage the delivery of directions in QCAT matters. This project is underway and is moving towards completion.

Electronic Provision of Members Papers Trial: A trial of the way hearing papers are delivered to QCAT sessional members in the guardianship jurisdiction. Instead of these members receiving hard copies of their papers to use in a hearing, they are provided electronically through an online platform. Software options have also been provided to the trial members that allows them to adjust the way in which they view their files and make annotations, just as they can with hard copies. The trial continues at present with a final evaluation to be given in the near future with possible roll out to other areas at QCAT.

Dragon Dictate Trial: Dragon Dictate is software that converts dictation into text. The use of the software was trialled by members as a tool to assist in the production of written reasons. The trial has now been finalised with QCAT able to secure funding for those permanent members who wanted to use Dragon Dictate.

Innovation driving better access to justice

QCAT and Justice Services Digital Transformation Unit (DTU) chatbot teams collaborated to pioneer the Department of Justice and Attorney-General's (DJAG) first 24/7 customer service channels using cloud based artificial intelligence technology.

SANDI is a chatbot on the [QCAT website](#) that answers questions on how to apply to QCAT to resolve a tree or fence dispute.

The chatbot provides customers with answers to their questions at any time of the day. Unlike humans at a service desk, the chatbot can engage with any number of customers at a single time. This means Queenslanders can get answers immediately, empowering them to choose how they interact with the Queensland Government and QCAT.

SANDI was conceived by the QCAT team in May 2017 realising an opportunity to offer clients an alternative avenue to access information around the clock.

SANDI has progressed to a fixed-term pilot, currently being evaluated over a six month period with a view to extending SANDI's knowledge base to answer questions on how to apply to QCAT to resolve a residential tenancy dispute.

The chatbot provides a cost-effective and innovative solution to meet Queenslanders' needs. Through a commitment to continuous improvement and to providing accurate responses, the SANDI team has added an additional 300 questions and answers over the past six months.

SANDI enables our customers to access relevant information at a time and location that suits them, without needing to make a phone call during business hours or navigate a website. From January to 30 June 2019, SANDI and MANDI – a separate general neighbour dispute chatbot created by DJAG – interacted with the public on over 10,000 occasions.

SANDI and MANDI won the 2019 Innovation category of the DJAG Staff Excellence Awards and are nominated for inclusion in the 2019 Premier's Excellence Awards.

The lessons learnt from developing the chatbots, are paving the way for more online customer service tools to be developed in DJAG.

QCAT hospital hearing program

QCAT operates a hospital hearing program for guardianship and administration matters, in collaboration with the Metro North Hospital Service (MNHHS).

The program fast tracks the hearing process to enable the appointment of a substitute decision maker by QCAT, hence reducing the period adults need to wait in hospital unnecessarily. As hearings are conducted in the hospital, adults more easily participate in the hearing process.

The hospital hearing program operates from Royal Brisbane and Women's Hospital, Prince Charles Hospital and the Ipswich Hospital. From July 2016 to 30 June 2019, QCAT has heard 874 in hospital guardianship applications, and reduced the period from filing an application to decision being made from 12 weeks to 3 weeks. QCAT members hear the guardianship application in hospital with three dedicated QCAT registry staff case managing the matters.

Time is saved as there is no need for an interim order, and the dedicated QCAT registry staff make sure all material is available for the tribunal member to make a final order. Specific hearing dates are also set for each hospital location, ensuring applications are not delayed due to lack of hearing rooms available at QCAT.

As part of the 2019-20 budget outcomes, the hospital hearing program has been funded permanently, allowing an additional 60-75 QCAT hearing days or approximately 320 applications to be heard each year.

NDIS

The NDIS is a Federal Government scheme providing people with a permanent and significant disability who are under 65 years with individualised support to enhance their quality of life and wellbeing.

The NDIS rollout in Queensland is putting significant pressure on QCAT's guardianship jurisdiction.

The NDIS commenced in Queensland in 2016, and there was a progressive roll out across geographical areas over a 3 year period. That transition process is now complete, with QCAT receiving 438 applications for the appointment of substitute decision-makers as an NDIS requirement in the 2018-19 financial year. QCAT received 843 applications throughout the 3 year transition process.

The NDIS is one of the most significant social reform programs implemented in Australia. The NDIS is responsible for funding ‘reasonable and necessary’ disability supports for eligible Queenslanders. Approximately 66 per cent of NDIS participants present with an intellectual, cognitive or psychiatric disability and may require the appointment of a formal guardian or administrator to assist the adult to make decisions regarding personal or financial matters.

QCAT was successful in obtaining appropriate resources to manage the increased demand as a result of the full implementation of the NDIS. The 2019-20 Queensland budget outcome has provided for two additional registry positions as well as sufficient allocation of resources for QCAT Members to hear the applications for the appointment of substitute decision-makers.

Engaging with our Court partners

Queensland Magistrates Courts Service are central to QCAT’s statewide service delivery. Outside of South-East Queensland, 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 the Human Rights Division, and provide valuable procedural assistance to QCAT users across both South-East Queensland 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.

QCAT understands the importance of engaging with registry staff, and meet quarterly with Magistrates Courts and Regional Service Outlets via video-conferencing 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 also 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.

Indigenous and multi-cultural awareness training

Members and registry staff attended Indigenous and multi-cultural awareness training as part of the tribunal’s ongoing commitment to improving cultural knowledge and understanding.

The training event brought together people from QCAT, and Court Services, as part of the ongoing commitment to work with other courts and tribunals in presenting joint training opportunities.

The special training session was run by the Banaam organisation and focused on sharing indigenous cultural knowledge and providing communication and engagement strategies.

A QCAT delegation also visited Cherbourg in May 2019 to meet with the Mayor and councillors of the Cherbourg Aboriginal Shire Council, representatives from the Barambah Local Justice Group, and community Elders.

Use of Interpreter Training and Protocol

During the reporting period, the membership received training about the Recommended National Standards for Working with Interpreters in Courts and Tribunals developed by the Judicial Council on Cultural Diversity. QCAT also contributed to the development of, and the President of QCAT recently adopted, a Guideline for use of interpreters in Queensland Courts and Tribunals based on the Recommended Standards.

New appointments

In the reporting period Judge John Allen QC commenced as Deputy President in January 2019 and replaced Judge Suzanne Sheridan who returned to her duties at the District Court of Queensland.

Professor Ned Aughterson commenced as a Senior Member, while Paul Kanowski and Barbara Kent commenced as Ordinary Members. The ranks of Sessional Members were significantly expanded with 30 appointments made in 2018/19 focusing on regional appointments to better serve all Queenslanders as well as to expand expertise areas. These appointments are noted in [Appendix 1](#).

The tribunal lost two decision makers during the reporting period, with sessional member Kenneth Barlow QC appointed as a Judge of the District Court of Queensland, and Adjudicator Wayne Stanton retiring.

QCAT noted with sadness the passing of one of its Justices of the Peace, Dayle Smith.

Long-serving leader farewelled from QCAT

In late 2018, QCAT's founding Executive Director Mary Shortland was farewelled by the tribunal and registry staff.

Ms Shortland was appointed to a new role as Executive Director of Compliance Gaming at the Office of Liquor and Gaming, after spending nine years leading QCAT's registry and operations.

Mary Shortland was appointed as Executive Director of QCAT in 2009, several months before QCAT became operational, leading the establishment of the QCAT registry and QCAT operations.

Ms Shortland was a leader in supporting QCAT's innovative ideas and embracing technology while advocating for resources and always promoting and sponsoring her staff.

She relished getting difficult tasks over the line, including operationalising QCAT's new Trees and Fences jurisdiction under the Neighbourhood Disputes Resolution Act in 2011, and the Justice of the Peace minor civil disputes initiative.

Increased pay for QCAT sessional members

On 24 April 2019, the Governor-in-Council approved remuneration increases for QCAT sessional members, effective from 29 April 2019. Sessional members are now paid in accordance with the *Remuneration Procedures for Part-Time Chairs and Members of Government Bodies* under the Adjudication and Determination, Level 2 category. This is the first increase in sessional member remuneration rates since QCAT was established in 2009.

Appendix 1 — Member and registry directory

Judicial members

Hon Justice Martin Daubney AM, President

Judge Suzanne Sheridan, Deputy President (until 25 January, 2019)

Judge John Allen QC, Deputy President (from 26 January, 2019)

Supplementary Judicial member

Hon Justice Timothy Carmody

Senior members

Professor Ned Aughterson (commenced 23 July 2018)

Ian Brown

Tina Guthrie

Michelle Howard

Ordinary members

Jim Allen

Joanne Browne

Glen Cranwell

Julie Ford

Susan Gardiner

Jeremy Gordon

Michael Howe

Bevan Hughes

Paul Kanowski (commenced 2 July 18)

Barbara Kent (commenced 16 July 18)

Gwenn Murray

David Paratz

Samantha Traves

Adjudicators

John Bertelsen

Linda-Anne Griffiths

Marcus Katter

William LeMass

Gabrielle Mewing

Wayne Stanton (resigned 8 April 2019)

Alan Walsh

Anna Walsh

Judicial sessional members

Hon Peter Lyons QC

John Robertson (commenced 20 July 2018)

Hon James Thomas AM QC

Sessional members

Stephen Armitage

Adrian Ashman

Kenneth Barlow QC (resigned
17 June 2019)

Brydget Barker-Hudson
(commenced 14 December
2018)

Rodney Barnes (commenced
14 December 2018)

Sandra Baxendell
(commenced 14 December
2018)

Barbara Bayne

Peter Bridgeman

Christopher Bridges
(commenced 14 December
2018)

Susan Burke

John Carey

Julia Casey

Les Clarkson

Roxanne Clifford

Tina Cockburn (commenced
14 December 2018)

Alan Collier

William Cooper (commenced
14 December 2018)

Andrew Corrigan
(commenced 14 December
2018)

Simon Coolican

Kristy Crabb

Rosemary Dalby

Sandra Deane

Rodrigo De Luca
(commenced 14 December
2018)

Raelene Ellis

Clare Endicott

Richard English (commenced
14 December 2018)

Paul Favell	Elisa Kidston	Robert Olding
Penelope Feil	Terry King	Richard Oliver (commenced 14 December 2018)
Jennifer Felton	Robert King-Scott	Robyn Oliver (commenced 14 December 2018)
Ann Fitzpatrick	Patricia Kirkman-Scroope	Louise Pearce
Dr John Forbes	Peter Krebs	Dianne Pendergast
Karen Garner (commenced 14 December 2018)	Ross Lee	Bryan Pickard (commenced 14 December 2018)
Pamela Goodman	William LeMass	Vass Poteri (commenced 14 December 2018)
Wendy Grigg	Darren Lewis (commenced 14 December 2018)	Wayne Pennell
Geoffrey Gunn (commenced 14 December 2018)	David Lewis	Graham Quinlivan
Ian Hanger AM QC	John Lobban (commenced 14 December 2018)	Robert Rees (commenced 14 December 2018)
Patricia Hanly	Stephen Lumb	Linda Renouf
Renea Hart	Mary (Lynne) Matsen	Christine Roney
Carolyne Hemingway (commenced 14 December 2018)	Donald McBryde	Peter Roney QC
Steven Holzberger	Amanda McDonnell (commenced 14 December 2018)	Keta Roseby
Elizabeth Hulin/Stone	Louise McDonald	Dr Richard Roylance
Ronald Joachim	Andrew McLean Williams	Jennifer Sheean
Adam Johnson (commenced 14 December 2018)	Margaret McLennan	Annette Sheffield
Mark Johnston	Gabrielle Mewing (commenced 14 December 2018)	Dr Rosemary Stafford
Christine Jones	John Milburn	Dr Daniel Stepniak
Neil Judge	Elissa Morriss	Derek Struik (commenced 14 December 2018)
Sandra Kairl	Natalie Myatt (commenced 14 December 2018)	Glen Thorpe
Dominic Katter	Roslyn Newlands (commenced 14 December 2018)	Suellan Walker-Munro
Marcus Katter (commenced 14 December 2018)	Jon Norling (commenced 14 December 2018)	Paul Williams (commenced 14 December 2018)
Dr Shelley Keane (commenced 14 December 2018)		Michael Wood
Benjamin Kidston		

Justices of the Peace

James Anderson	Arron Hartnett	Noel Payne OAM
Mark Anthony	Jane Hawkins	David Phipps
Paul Arthur	Marilyn Heath	Bryan Pickard (appointed as Sessional Member December 2018)
Lawrence Ballinger	John Howie	Graeme Rogers
David Barkley	Angela-Marie James	Carol Ann Rolls
Leigh Bernhardt	Trudi Jobberns	Hedley Rye
Gloria Beyers	Raymond Kelly	Darryl Schmidt
Robert Brummell	Jason Lawler	Dayle Smith
Lisa Butson	Bruce Little	Stuart Smith
Bryan Carpenter	Lynette Maguire	Alan Snow
Chiu-Hing Chan	Rob Martin	James Stackpoole OAM
Michael Corlett	Suzanne McCormack	Helen Staines
John Crighton	Karl McKenzie	Bruce Starkey
Christine Cuthbert-Steele	Carmel McMahon	Derek Struik (appointed as Sessional Member December 2018)
Peter Dollman	Barry McPhee	Susan Maree Stubbings
Malcolm Edmiston	Jessica Mills	Darren Swindells
Kevin Erwin OAM	Deanna Minchio	Barry Vickers
Vincent Everett	Stacey Morton	Carole Watson
Katherine Jane Fenwick	Shirley Murray	Angela Yin
Michael Francis	Mejrem Mustafa	Christopher John Mills
Anthony Friel	Joanne Myers-Cave	Bill Thomas
Arthur Fry	Roslyn Newlands (appointed as Sessional Member December 2018)	
Jodie George	Catherine O'Donnell	
Marian Goddard	Stephen Osachuk	
Sean Goodsir	Adam Ozdowski	
Samuel Hardin		

Registry officers

Executive Director

Natalie Parker — Acting Executive Director

Principal Registrar

Melissa Meldrum

Management team

Registrar CAD — David Bancroft

Registrar HuRD — Mathew James

ADR Manager — Peter Johnstone

Client Services Manager

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

Business Services Manager — Justine Steele

Operations Support Manager — Brendan Carlson

Communication and Engagement Manager

- Melissa Eggins (to April 2019)
- Andrew Dunne (From April 2019)

Human Resources Manager

- Terry McDonald (to February 2019)
- Angela Eickenloff (From February 2019)

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

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

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

Tables 4, 5 and 6 provide the information for those reports.

	Applications for guardianship for restrictive practice matters		Reviews of guardianship for restrictive practice matters	
	2017–18	2018–19	2017–18	2018–19
Order made	71	84	90	262
Dismissed / revoked	19	9	28	40
Deceased	1	1	0	0
Administrative closure	7	6	5	11
Withdrawn at hearing	6	4	0	2
Total	104	104	123	315

Table 4: 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 grow significantly every second year due to the all of the pre-2015 appointments being on a similar 2 year review cycle. This is the reason for the significant increase in 2018-19.

Containment, seclusion and other restrictive practices approvals

	Approved		Dismissed / revoked		Withdrawn / Administrative Closure		Total	
	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19
Containment	3	4	0	1	2	1	5	6
Review of containment	44	34	4	1	5	2	53	37
Seclusion	8	3	3	1	3	2	14	6
Review of seclusion	36	32	6	2	3	2	45	36
Application for another restrictive practice	5	3	3	0	5	1	13	4
Review of application for another restrictive practice	52	45	7	2	1	2	60	49

Table 5: Containment, seclusion and other restrictive practices approvals

Limitation orders

Limitation order type	Number made	
	2017–18	2018–19
Adult evidence order (s.106)	6	9
Closure order (s.107)	6	5
Non-publication order (s.108)	6	8
Pre Hearing Non-Publication Order (s.110)	4	10
At Hearing Confidentiality order (s.109)	27	34
Pre-Hearing Confidentiality order (s.110)	43	47
No orders made	49	36
Total applications received	141	149

Table 6: 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

In the reporting year, the QCAT Regulation was amended:

1. By the *Justice Legislation (Fees) Amendment Regulation 2018* (commenced 1 July 2018).
2. By the *Uniform Civil Procedure (Fees) and Other Legislation (Vexatious Litigants) Amendment Regulation 2018* (commenced 14 December 2018).

Legislative review

The QCAT Act has been amended during the 2018-19 reporting year.

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

- *Coal Mining Safety and Health (Coal Workers' Pneumoconiosis) Amendment Regulation 2018*
- *Crime and Corruption and Other Legislation Amendment Act 2018*
- *Economic Development and Other Legislation Amendment Act 2019*
- *Education (Queensland College of Teachers) Amendment Act 2019*
- *Fisheries (Sustainable Fisheries Strategy) Amendment Act 2019*
- *Guardianship and Administration and Other Legislation Amendment Act 2019*
- *Health and Other Legislation Amendment Act 2019*
- *Health Practitioner Regulation National Law and Other Legislation Amendment Act 2019*
- *Human Rights Act 2019*
- *Land, Explosives and Other Legislation Amendment Act 2019*
- *Plumbing and Drainage Act 2018*
- *Queensland Civil and Administrative Tribunal and Other Legislation Amendment Act 2019*
- *Revenue and Other Legislation Amendment Act 2018*
- *Waste Reduction and Recycling (Waste Levy) and Other Legislation Amendment Act 2018*
- *Working with Children (Risk Management and Screening) and Other Legislation Amendment Act 2018*

NOTE

- The *Housing Legislation (Building Better Futures) Amendment Act 2017* commenced operation during the 2018/2019 reporting year. Relevant to QCAT, the *Housing Legislation (Building Better Futures) Amendment Act 2017* amends the *Manufactured Homes (Residential Parks) Act 2003* and *Retirement Villages Act 1999*.
- The *Local Government (Councillor Complaints) and Other Legislation Amendment Act 2018* commenced operation during the 2018/2019 reporting year. Relevant to QCAT, the *Local Government (Councillor Complaints) and Other Legislation Amendment Act 2018* amends the *Local Government Act 2009*.

2018/19 practice directions

There were three practice directions in the reporting period:

Practice direction 1 of 2018, [QCAT Registry Christmas Closure – 2018/2019](#), effective 28 August, 2018.

Practice direction 2 of 2018, [Revocation of GAAT Presidential Direction No 3 of 2007](#), effective 8 November, 2018.

Practice direction 3 of 2018, [Revocation of QCAT Practice Direction No 4 of 2013](#), effective 26 November 2018.

Open data

The [Queensland Government's Open Data website](#) details the volume of 2018-19 QCAT application lodgements listed by postcode.

Appendix 4 — Acronyms

Acronym	Meaning
ADR	Alternative dispute resolution
CAD	Civil, administrative and disciplinary division
CST	Client services team
DJAG	Department of Justice and Attorney-General
HuRD	Human rights division
JP	Justice of the Peace
MCD	Minor civil dispute
QCAT	Queensland Civil and Administrative Tribunal