

What registry staff can and cannot do

The Queensland Civil and Administrative Tribunal (QCAT)'s registry is here to administer your matter and provide general advice.

Registry staff can:

- answer questions about QCAT processes
- based on the information you provide, answer questions and let you know about the different types of QCAT forms that may be available for you to consider
- provide you with information and support about how to lodge an application
- request on your behalf access to the QCAT register of proceedings (a publicly available list of QCAT cases) or records of proceedings (the case files themselves)
- advise on fees and allowances, and how to apply for a waiver of fees
- guide you in checking your forms are complete before lodgement (eg signed in the correct places)
- give you information on legal organisations that could help.

Registry staff cannot:

- provide legal advice
- advise on whether you should submit an application and whether you are filing under the correct legal area (eg minor civil dispute – consumer or trader or minor civil dispute – minor debt)
- tell you if you should lodge an appeal or a counter-application
- recommend a specific lawyer to assist you
- instruct you on how to word your application, supporting documents or what to say at a proceeding
- contact a QCAT member or adjudicator directly on your behalf
- predict likely outcomes of a case or appeal
- help you prepare your case
- advise what orders or decisions you should seek
- explain what you should do to follow QCAT directions
- recommend your next steps regarding enforcing an order or tribunal decision
- advise on exact timeframes for resolution of a matter – this depends on your individual matter.

Contact information

Email: enquiries@qcat.qld.gov.au

Phone: 1300 753 228

Website: qcat.qld.gov.au

Address: Level 11, 259 Queen Street, Brisbane, 4000

Post: GPO Box 1639, Brisbane Qld 4001

Contact details for local Magistrates Courts are available on Queensland Courts' website.