

**Transport and Public Works Committee**

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**From:** Joshua Allan [REDACTED]  
**Sent:** Tuesday, 8 January 2019 10:21 AM  
**To:** Transport and Public Works Committee  
**Subject:** Sub 003 QCAT review

**Categories:** [REDACTED]

My submission for feb 2019 QCAT REVIEW, Closing 4pm 15.01.2019

To Committee,

I personally have three claims I'm about to present to QCAT but have felt that it's been very very difficult to access in my personal situation as a single father with free legal service in the area booked out for months in advance and legal aid doesn't provide civil assistance in circumstances where it should be.

I feel that QCAT should all be online forms instead of so much paperwork and you should just have to service the other party with just a notification and they go online to view or print the paperwork submitted. Like a dropbox to share all the documents, better for the environment too!

For people like me eligible to have all fees waived I feel that it should be an easier process.

I agree that jurisdiction up to 25,000 is far too low and the limit should be up to 250,000. Far greater than the proposed 250,000.

With the ability to enforce without going to court, the tribunal should have a way to escalate quickly. I find it unfair that road toll companies like Transbrant who can have your business taken away or license suspended have more power over consumers than the tools available to consumers to fight within legal means without taking illegal action and being criminally charged over a civil dispute.

I also believe that in business and consumer disputes that both parties must self-represent (unless the consumer is not able to represent themselves, a business should never be allowed to have a lawyer represent in QCAT, ever.

It's currently extremely difficult to get a lawyer pro bono if your dispute is for less than 25,000, they won't even consider it as the profit is minimal to nothing.

State fair trading refer too many cases to QCAT that they should actually be dealing with themselves, especially when it's large business or cars which affect thousands more people.

Car disputes could easily be dealt with by state fair trade if staff were more competent at comprehending illegal behaviour.

Fine more often equals more revenue for prosecution and saves court time and consumer time.

Since the OAIC has very long delays, obtaining documents from the business for disputes in QCAT is also a tedious task since you need all documents to submit the claim.

Regards,  
Joshua Allan

[REDACTED]

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