

Question on Notice

No. 1045

Asked on 14 September 2021

MR T NICHOLLS ASKED THE ATTORNEY-GENERAL AND MINISTER FOR JUSTICE, MINISTER FOR WOMEN AND MINISTER FOR THE PREVENTION OF DOMESTIC AND FAMILY VIOLENCE (HON S FENTIMAN) –

QUESTION:

With reference to the Office of the Commissioner for Body Corporate and Community Management —

Will the Attorney-General advise (a) what was the total number of cases outstanding for 60 days or more at 30 June in 2019-20 and 2020-21 and (b) what specific progress has the Commissioner's office taken to reduce any backlogs and improve efficiencies in handling disputes?

ANSWER:

I am advised:

(a) In 2019-20, 1,696 applications (including 1,033 adjudication applications) were lodged in the Office of the Commissioner for Body Corporate and Community Management (BCCM).

As at 30 June 2020, there were 115 dispute resolution applications aged 60 days or more. 87 of these were adjudication applications.

In 2020-21, 1,851 applications (including 1,146 adjudication applications) were lodged.

As at 30 June 2021 there were 219 dispute resolution applications aged 60 days or more. 189 were adjudication applications.

(b) Specific steps the Commissioner's office has taken to minimise backlogs and improve efficiencies in handling disputes include:

- streamlining and reducing administrative processes that must be completed before an application for dispute resolution can be referred to an adjudicator for decision;
- reallocating resourcing and tasks to create efficiencies in the case management phase of applications including through staff specialisation; and
- introducing paperless internal processes to reduce manual handling of files and minimise the disruptions due to COVID-19 lockdowns and staff complying with health directives.

At times during the COVID-19 emergency, BCCM has experienced high levels of demand for dispute services, particularly adjudication services, which has affected clearance rates.

The steps taken by BCCM to minimise backlogs and improve efficiencies has assisted BCCM to manage their workload. Clearance rates have increased from 90% in the first six months of 2020-21 to an average clearance rate of 99% in the second half of 2020-21, and 107% across July and August of 2021.

I also take this opportunity to thank the BCCM for their hard work to not only process a high quantity of applications, but also to continue to take steps to minimise backlogs and improve efficiencies for the benefit of Queenslanders who access these services.