

Office of the Commissioner for Body Corporate and Community Management

Practice Direction 29

Legal and other assistance

This Practice Direction is issued pursuant to *section 233* of the *Body Corporate and Community Management Act 1997*. Its purpose is to provide further information on the procedures and content requirements for dispute resolution applications lodged with the Commissioner's Office. Nothing in this Practice Direction supersedes or overrides the requirements of the legislation. The Commissioner retains the discretion to make decisions about the case management of individual dispute resolution applications as provided under Chapter 6 of the Act.

1. The Commissioner's Office (BCCM) provides a quasi-judicial dispute resolution service and is impartial in its dealings between the parties.
2. General information about BCCM dispute resolution processes and the body corporate legislation is available on the BCCM website [www.qld.gov.au/bodycorporate] or by contacting 1800 060 119 (option 1).
3. Once a dispute resolution application has been lodged, BCCM case managers may also provide the parties to the application with information about BCCM procedures and requirements for the application.
4. While BCCM staff may provide legislative or procedural information, BCCM is not able to:
 - a. give legal advice about what steps a person should take in relation to a dispute, whether they should lodge an application, or the conduct of the application;
 - b. help a person construct an application, or submission in relation to an application, including by providing guidance about the outcomes they should seek or the wording they should use;
 - c. comment or speculate on the strength of the person's case or the likelihood of success;
 - d. advise on exact timeframes for resolution of a matter – this depends on the individual matter.
5. Parties seeking legal advice should direct their enquiries to an appropriately qualified person, such as a legal practitioner.
6. The following are some possible sources of information, advice and assistance. BCCM does not endorse or recommend any particular organisation or service.

Community titles industry organisations

Unit Owners Association of Queensland
 PO Box 572, Cleveland QLD 4163;
 (07) 3220 0959; www.uoag.org.au



Body Corporate Owners Network
PO Box 5122, Maroochydore BC QLD 4558;
(07) 3359 7499; www.bodycorporatematters.com.au

Strata Community Association (QLD)
Suite 9A, Level 9, 410 Queen Street, Brisbane QLD 4000;
(07) 3839 3011; www.qld.strata.community

Australian Resident Accommodation Managers' Association (ARAMA)
PO Box 4953, Gold Coast MC QLD 9726; national@arama.com.au;
1300 272 627; www.arama.com.au

Courts and tribunals

Queensland Civil and Administrative Tribunal
GPO Box 1639, Brisbane QLD 4001;
1300 753 228; www.qcat.qld.gov.au

Magistrates Courts
Contact details are provided at:
www.courts.qld.gov.au/contacts/courthouses

District & Supreme Courts
QELI Courts of Law Complex, 415 George Street, Brisbane QLD 4000; (07) 3247 4313;
For regional courthouses see: www.courts.qld.gov.au/contacts/courthouses

Alternative dispute resolution

Dispute Resolution Centres
GPO Box 149, Brisbane QLD 4001; (07) 3738 7000 and 1800 017 288;
For your nearest Dispute Resolution Centre see: www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/settling-disputes-out-of-court/dispute-resolution-centres

Institute of Arbitrators and Mediators Australia (Incorporating LEADR Association of Dispute Resolvers)
Freecall 1800 651 650; www.iama.org.au

Legal information and referrals

Queensland Law Society
GPO Box 1785, Brisbane QLD 4001;
1300 367 757; www.qls.com.au

Legal Aid Queensland
GPO Box 2449, Brisbane QLD 4001;
1300 651 188; www.legalaid.qld.gov.au

Caxton Legal Centre
1 Manning Street, South Brisbane QLD 4101; caxton@caxton.org.au;
(07) 3214 6333; <https://caxton.org.au/>

LawRight

Facilitates referrals to solicitors who may provide free or reduced fee legal assistance for individuals and community groups in civil law cases.

PO Box 12217, George St QLD 4003;

(07) 3846 6317; www.lawright.org.au

Community Legal Centres Queensland

PO Box 12102, George St QLD 4003; (07) 3392 0092; admin@communitylegalqld.org.au;

For details of over 30 community legal centres around Queensland see:

www.communitylegalqld.org.au

Australian College of Strata Lawyers

PO Box 182, Moorooka QLD 4105;

0418 150 557; www.acsl.net.au

ADA Australia | Your Aged and Disability Advocates

121 Copperfield Street, Geebung QLD 4034;

1800 818 338, www.adaaustralia.com.au

Other information and assistance

Justices of the Peace

Find a Justice of the Peace or Commissioner for Declarations at

www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/about-justice-of-the-peace/find-a-justice-of-the-peace/search-for-your-nearest-jp-or-cdec/

or 1300 301 147

Department of Resources – Titles Queensland

GPO Box 1401, Brisbane QLD 4001; info@titlesqld.com.au;

(07) 3497 3479; www.titlesqld.com.au

Residential Tenancies Authority

GPO Box 390, Brisbane QLD 4001;

1300 366 311; www.rta.qld.gov.au

Office of Fair Trading

GPO Box 3111, Brisbane QLD 4001;

13 74 68; www.qld.gov.au/law/fair-trading

COMMISSIONER FOR BODY CORPORATE AND COMMUNITY MANAGEMENT

Version 5

Effective 18 January 2023

The material presented in this publication is distributed by the State of Queensland for general information only, it is not legal advice. The State of Queensland reserves the right to change and update the material without notice. The State of Queensland makes all reasonable efforts to ensure the material presented in this publication is current, accurate and complete. The State of Queensland makes no warranties that the material in this publication is free from infection by computer viruses or other forms of contamination.

To the extent permitted by law, the State of Queensland makes no statement, representation or warranty whether expressed or implied regarding the quality, accuracy, context regarding the material presented in this publication. The State of Queensland disclaims all responsibility and liability (including liability in negligence) for all expenses, losses, damages and costs incurred as a result of the information being inaccurate or incomplete in any way and for any reason. © State of Queensland (Department of Justice and Attorney-General) 2016