# Conciliation application form

Use this form to apply for conciliation. The conciliator is a neutral person who knows body corporate law. They will help you and the other party try to solve your dispute.

## Before you apply

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| --- |
| Before you fill out the form, read the [conciliation application guide](https://www.publications.qld.gov.au/dataset/conciliation-application/resource/500c8246-668c-420f-9cfc-28e0ef0fc6d6). |

Use the checklist to make sure you’ve done all the steps before you submit the form. Find out more about the conciliation process by watching our video [Understanding conciliation](https://www.youtube.com/watch?v=8KGNQQ4Rjbw&t=1s).

## What you will need

To fill out the form you will need details about your body corporate, including the:

* registered name
* community management statement (CMS) number
* secretary’s contact information
* manager’s contact information.

If you don’t know the registered name of your body corporate or the CMS number, contact [Titles Queensland](https://www.titlesqld.com.au/contact/) on **07 3497 3479**.

## Attaching additional pages

If you need more space to complete a section, you can attach a separate page. Please make sure each attached page is clearly labelled with the section number and your name. For example, ‘Section 5c Joe Smith’. If you are submitting this form online, you can attach the pages as a Word document or PDF.

## Fees

There is a fee to apply. We can only process your application after you pay the fee. See our website for [current application fees](https://www.qld.gov.au/law/housing-and-neighbours/body-corporate/disputes/fees). The fee is not refundable. If you can’t afford to pay, you can [apply to have your fee waived](https://www.publications.qld.gov.au/dataset/waiver-of-application-fee/resource/c340c8ce-9677-4dce-bd4e-74702fef384d).

## Help with the form

If you have questions about the form, you can contact our Information and Community Education Unit on freecall **1800 060 119** or by email at bccm@justice.qld.gov.au.

We can help explain the questions in the form. We can’t give legal advice or tell you what to write. You can also ask someone to help you fill out this form. For example, a family member or support person.

Section 1 – Body corporate / scheme information

If you don’t know the registered name or the community management statement (CMS) number, regulation plan type and number, you can contact [Titles Queensland](https://www.titlesqld.com.au/contact/).

|  |  |
| --- | --- |
| Name of your body corporate scheme |  |
| CMS number |  |
| Number of lots |  |
| Street address of your scheme |  |
| Area or suburb |  |
| State |  |
| Postcode |  |
| Regulation module – if you know it There are 5 types: Standard, Accommodation, Commercial, Small Schemes, Specified Two-lot Schemes. |  |

Section 2 – Secretary’s information

Include the name of your body corporate secretary and a way to contact them. If your body corporate doesn’t have a secretary, please write ‘nil’ in this section.

|  |  |
| --- | --- |
| Name of your body corporate secretary |  |
| Email |  |
| Mobile phone |  |
| Other phone |  |
| Address |  |
| Area or suburb |  |
| State |  |
| Postcode |  |

Section 3 – Body corporate manager’s information

Include the name of your body corporate manager and a way to contact them. If your body corporate doesn’t have a manager, please write ‘nil’ in this section.

|  |  |
| --- | --- |
| Name of your body corporate manager |  |
| Company name |  |
| Email |  |
| Mobile phone |  |
| Other phone |  |
| Address |  |
| Area or suburb |  |
| State |  |
| Postcode |  |

Section 4 – Who are the applicant and respondent?

|  |
| --- |
| The **applicant** is the person or party making the application. For example, you as an owner or you on behalf of the body corporate.The **respondent** is the person or party you are in dispute with. For example, a committee member or a letting agent. They will need to respond to the order.  |

The applicant must fill out this section.

We can only look at disputes between certain applicants and respondents. There are **5** options. You must choose one of the options. Then, tick the box that says what type of applicant you are. Next, tick the box that says who the respondent is.

Check the guide for more information about who can be an applicant and respondent in a dispute.

Option 1

|  |  |
| --- | --- |
| **Who is the applicant?**  | **Who is the respondent?**  |
| [ ]  the body corporate | [ ]  the owner(s) of lot       [ ]  the occupier(s) of lot       [ ]  a committee member [ ]  the body corporate manager [ ]  a caretaking service contractor [ ]  a letting agent[ ]  a service contractor[ ]  a former body corporate manager[ ]  the original owner (for example, the developer) |

Option 2

|  |  |
| --- | --- |
| **Who is the applicant?**  | **Who is the respondent?**  |
| [ ]  the owner(s) of lot      [ ]  the occupier(s) of lot       | [ ]  the body corporate[ ]  the owner(s) of lot      [ ]  the occupier(s) of lot       |

Option 3

|  |  |
| --- | --- |
| **Who is the applicant?**  | **Who is the respondent?**  |
| [ ]  a committee member | [ ]  the body corporate [ ]  the committee |

Option 4

|  |  |
| --- | --- |
| **Who is the applicant?**  | **Who is the respondent?**  |
| [ ]  the committee | [ ]  a committee member |

Option 5

|  |  |
| --- | --- |
| **Who is the applicant?**  | **Who is the respondent?**  |
| [ ]  the body corporate manager[ ]  a caretaking service contractor[ ]  a letting agent[ ]  a service contractor[ ]  a former body corporate manager[ ]  the original owner (for example, the developer) | [ ]  the body corporate |

Section 5 – Applicant, respondent and other affected people

Section 5(a)

Applicant’s contact details

If you are applying on behalf of the body corporate, give its details. For example, ‘The body corporate for Seaview’.

If you are applying as the owner or occupier, give your details here.

If you are the owner, the details must match Titles Queensland records. For example, the name of the owner as it appears on the title search.

|  |  |
| --- | --- |
| Name |  |
| EmailThis is the way we prefer to contact you. |  |
| Mobile phone |  |
| Other phone |  |
| Postal address |  |
| Area or suburb |  |
| State |  |
| Postcode |  |

Section 5(b)

Respondent’s contact details

The applicant must fill out this section.

Give the details of the person or party you are in a dispute with. If the respondent is an owner, you can contact [Titles Queensland](https://www.titlesqld.com.au/contact/) to find out their details. Their details must match [Titles Queensland](https://www.titlesqld.com.au/contact/) records. For example, the name of the owner should match how it appears on the title search.

If the other party is a group or business, give the group’s name. For example, ‘The body corporate for Seaview’.

|  |  |
| --- | --- |
| Name |  |
| Email |  |
| Mobile phone |  |
| Other phone |  |
| Postal address  |  |
| Area or suburb |  |
| State |  |
| Postcode |  |

Section 5(c)

Affected persons

Will the outcome of this dispute affect anyone else? For example, a caretaking service contractor or another lot owner or occupier.

[ ]  No

[ ]  Yes – Give the name and contact details below or attach a separate page with the heading *‘Section 5(c)’*. If it affects all owners and occupiers or a particular class of owners, you must write ‘all owners’ or the class of owners. For example, ‘all commercial lots’ or ‘all lots with a carpark’.

|  |
| --- |
|  |

Section 6 – Outcomes sought

What outcome do you want?

Explain what action you want to happen to solve the dispute. Please number the outcomes if there is more than one.

If you need more space, attach a separate page with the heading ‘6. Outcomes sought’.

|  |
| --- |
|  |

Section 7 – Self resolution

What have you done to try to solve your dispute?

Explain what you have done to try to solve the dispute yourself. This is called self resolution. You must try self resolution before you submit this form.

If you want more than one outcome, please give details of self resolution for each one.

Please attach and refer to documents to support your case. For example:

* meeting minutes
* emails
* [BCCM Form 1](https://www.publications.qld.gov.au/dataset/body-corporate-by-laws/resource/a7a7843d-5c48-4411-bff7-4ed2cd2e5fc9)
* [BCCM Form 10](https://www.publications.qld.gov.au/dataset/body-corporate-by-laws/resource/232ec957-b9e6-4040-8661-5e8bcc26e197?inner_span=True)
* [BCCM Form 11](https://www.publications.qld.gov.au/dataset/body-corporate-by-laws/resource/56ea046a-3590-4091-92d6-0e7054fcd022?inner_span=True)

|  |
| --- |
|  |

Section 8 – Background to your dispute

Why are you making this application? For each of the outcomes you want, please explain:

* a brief history of the dispute
* why you think you should get each of the outcomes. For example, tell us which sections of the Act are not being followed or which by-law applies to your dispute.

Please attach and refer to documents to support your case. For example:

* quotes
* photographs
* plans or sketches of the lot
* reports for qualified people.

If you need more space, attach a separate page with the heading ‘8. Background’.

|  |
| --- |
|  |

## Authority to submit the form

The Body Corporate and Community Management Act 1997(the Act)is the law that applies to managing body corporates in Queensland. Under sections 297and298of the Act, it is an offence to give false or misleading information or documents.

Step 1 – Tick to confirm the information is correct

**[ ]** I believe the information given in this application to be true.

Step 2 – Tick to confirm who you are

[ ]  I am the person(s) named as the applicant.

[ ]  I am authorised by the named applicant to apply – Give more details below.

|  |  |
| --- | --- |
| My name: |       |

How do you know the applicant? You must attach proof to show you can sign on their behalf.

[ ]  I am a committee member or body corporate manager – *Attach minutes of committee or body corporate decision*.

[ ]  I am a company director – *Attach a document stating directorship from ASIC or on company letterhead.*

[ ]  Other – *Attach authority, such as a signed letter or power of attorney*.

## Checklist to complete the form

[ ]  I have organised to pay for the fee for the application

[ ]  I have completed all relevant sections of the form

[ ]  I have tried [**self resolution**](https://www.qld.gov.au/law/housing-and-neighbours/body-corporate/disputes/self-resolution)

[ ]  I have attached all relevant evidence

[ ]  I have attached all additional pages as separate documents and labelled them

[ ]  I have ticked the box under ‘Authority to submit the form’ that shows I am allowed to complete and submit the form for someone else

[ ]  I have read the privacy statement

## How to submit this form

You can email us this form at bccm@justice.qld.gov.au

You can send us this form in the mail.

**Office of the Commissioner for Body Corporate and Community Management**

**GPO Box 1049**

**Brisbane QLD 4001**

## How we use your information

We collect information in this form under the rules of the Act. We do this to solve disputes under the Act and to provide information to the community. We will share information in the form and attachments with other parties in the dispute. Read more in the [Form 22 Privacy Statement](https://www.publications.qld.gov.au/dataset/conciliation-application/resource/2c423cc7-6527-4d17-ae00-7b5412b3ee8b).

Form in use from 1 July 2025