

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

Practice Direction 3

COMMUNICATION AND DOCUMENT MANAGEMENT

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 policies and procedures applying to dispute resolution applications lodged with the Commissioner's Office. Nothing in this Practice Direction supersedes or overrides the requirements of the legislation and the Commissioner retains the discretion provided for in the legislation in the case management of dispute resolution applications.

1. The following sets out information relating to communication and document management regarding dispute resolution applications.
2. All communication relating to the dispute resolution application should include the file reference number provided in the letter acknowledging receipt of the application.
3. Only one copy of any correspondence or document should be provided to the Commissioner's Office, unless the Office requests otherwise.

Mode of communication

4. Dispute resolution applications, submissions, requested documents and all other communication relating to an application will be accepted by mail, email or facsimile. Documents can also be hand-delivered to the Office.
5. Where correspondence or documents are provided by email or facsimile, it is not necessary to also provide the original hard copy, unless the electronic form is not fully legible or if otherwise requested.
6. Where information is provided in other formats, such as CD, CD-Rom, DVD and large format plans, a copy should be provided for the Commissioner's Office along with duplicates for each respondent.
7. Where a signature is required on a document, such as an application form or the authorisation of a representative, an electronic version of the document will be sufficient if it includes a scanned or facsimile copy of the signature. If not, a signed hard copy must also be provided.

8. Email communications should be directed to the general office address (bccm@justice.qld.gov.au) rather than the address for individual officers.
9. Where documents are sent electronically, such as email attachments, the file name should clearly identify the contents or nature of the document.
10. Very large email attachments (over 15MB) or large numbers of attachments may need to be sent in multiple emails, or individual attachments reduced in size, or the information should be sent through alternative means.

Response to correspondence

11. The Commissioner's Office will not automatically acknowledge the receipt of correspondence to the Office. Where acknowledgement of receipt is required, the correspondence must clearly state that.
12. Where correspondence requests a response, a response will be provided as soon as practical having regard to the urgency of the matter and the resources of the Office.
13. Where a correspondent has a specific request regarding the mode of response (for example, by email, post, facsimile or telephone) or preferred contact times, these should be clearly specified. The Commissioner's Office will endeavour to meet to such requests, if reasonably practical.

Access to documents

14. Applications, submissions, replies to submissions and all other information provided for the consideration of the Commissioner or an adjudicator are not confidential. Such information is entitled to be accessed by interested persons for a dispute resolution application [Act, *section 246*].
15. Parties should also be aware that all correspondence and documents sent to the Commissioner's Office may also be publicly accessible pursuant to the provisions of the *Right to Information Act 2009*.

Communication assistance

16. For parties with a hearing or speech impairment, the Commissioner's Office can, on request, arrange communication through the National Relay Service or a sign language interpreter.
17. For parties who do not speak English, the Commissioner's Office can, on request, organise a telephone or face-to-face interpreter through the Translating and Interpreter Service National.

18. The Office also publishes a *Guide to Community Living* in Chinese, German, Greek, Italian, Spanish and Vietnamese.



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