

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* (the Act). 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 following sets out information relating to communication and document management of dispute resolution applications with the Commissioner's Office.
2. All communication sent to the Commissioner's Office relating to a dispute resolution application should include the file reference number.
3. Only one copy of any application, correspondence or other document should be provided to the Commissioner's Office, unless the Office requests otherwise. This also includes where correspondence or documents are provided by email, unless the electronic form is not fully legible or if otherwise requested.

Mode of communication

4. Dispute resolution applications, submissions, requested documents and all other communication relating to an application will be accepted by mail, or email. Documents can also be hand-delivered to the Commissioner's Office at Level 4, 154 Melbourne Street, South Brisbane.
5. Where a signature is required on a document, such as the authorisation of a representative, an electronic version of the document will be sufficient if it includes a scanned copy of the signature. If not, a signed hard copy must also be provided.
6. Email communications must be directed to the Commissioner's Office general email address (bccm@justice.qld.gov.au).
7. [Practice Direction 33: Electronic communication](#) provides specific requirements for electronic communications.

Response to correspondence

8. All emails received at bccm@justice.qld.gov.au will receive an automated email acknowledging receipt. The Commissioner's Office staff will not personally acknowledge the receipt of all correspondence to the Office unless clearly requested in the correspondence.
9. 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.
10. Where a correspondent has a specific request regarding the mode of response (for example, by email, post 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

11. Applications, submissions and replies to submissions provided for the consideration of the Commissioner or an adjudicator are not confidential. The Commissioner's Office is unable to 'redact' or otherwise alter a document to omit particular information. Such information is entitled to be accessed by interested persons for a dispute resolution application [Act, [section 246](#)].

- 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

- The Commissioner's Office can, on request, arrange communication through the National Relay Service, or organise a telephone or face-to-face interpreter through a translator and interpreter service, including a sign language interpreter.

COMMISSIONER FOR BODY CORPORATE AND COMMUNITY MANAGEMENT

Version 5
Effective 11 June 2024

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