

# BCCM Fact Sheet | Role of the Office

The Office of the Commissioner for Body Corporate and Community Management (the BCCM Office) provides a dispute resolution and information service to support the self-management of bodies corporate in Queensland and enable the resolution of body corporate disputes.

## Information and community education unit

The role of the information and community education unit is to provide information on body corporate legislation in Queensland.

The information and community education unit can only give general information on the legislation and cannot interpret the legislation, provide legal advice or provide directions or rulings.

We provide information to the community about body corporate legislation. We can help you to understand your rights and obligations under the [Body Corporate and Community Management Act 1997](#) (BCCM Act) and the [Building Units and Group Titles Act 1980](#) (BUGT Act).

We provide:

- information online at [www.qld.gov.au/bodycorporate](http://www.qld.gov.au/bodycorporate) (search BCCM QLD)
- responses to telephone and online enquiries for general information
- [forms](#) for bodies corporate to use
- [online training courses](#) (search BCCM online training).

## Contact us

Phone: 1800 060 119 (Monday to Friday, 8.30am to 3.00pm)

Write to us by email at [bccm@justice.qld.gov.au](mailto:bccm@justice.qld.gov.au) or [submit an online enquiry](#) (search BCCM online enquiry).

## Our dispute resolution services

We help parties resolve:

- BCCM Act disputes through [conciliation](#) or [adjudication](#)
- BUGT Act disputes through [referee applications](#).

You should read the [practice directions](#) issued by the Commissioner before starting [BCCM Act dispute resolution](#), because they explain different aspects of the process. You should read the [referee guides](#) before applying for an order of a referee.