

BCCM Fact Sheet | Role of the office

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

Information and Community Education Unit (ICEU)

The role of the ICEU is to provide information on body corporate legislation in Queensland.

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).

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

We provide:

- information online (search BCCM QLD)
- responses to telephone and online enquiries for general information
- forms for bodies corporate to use
- an online training course (search BCCM online training)
- online resources and newsletters ([Common Ground](#) for BCCM Act and [BUGTA Buzz](#) for the BUGT Act).

Contact us

Phone **1800 060 119** (Monday to Friday 8.30am to 3.00pm) and leave your name and number for one of our Community Education Officers to call you back.

Write to us by email at BCCM@justice.qld.gov.au or submit an online enquiry www.qld.gov.au/bodycorporate. We aim to respond to you within 14 business days.

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 [dispute resolution](#), because they explain different aspects of the process. You should read the [referee guides](#) before applying for an order of a referee.