

# Embrace QCase

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This newsletter helps you stay informed about the release of the Department of Justice and Attorney-General's new civil case management system, QCase.

QCase has been developed for managing minor civil dispute matters in QCAT and civil matters in Magistrates Courts Services (MCS).

The online system allows the legal profession and self-represented litigants to file cases and interact electronically with the court and tribunal registries via the QCase portal.

QCase will launch in a staged approach across QCAT Brisbane and Magistrates Courts.

## Find out more

Magistrates Courts users, access QCase pre-release information: [courts.qld.gov.au/services/qcase](https://courts.qld.gov.au/services/qcase)

Brisbane QCAT tribunal users, access QCase via: [www.qcat.qld.gov.au/qcase](https://www.qcat.qld.gov.au/qcase)

## Contact us

To provide feedback, or contact us, please email the QCase Transition Team: [QCase-Transition-Team@justice.qld.gov.au](mailto:QCase-Transition-Team@justice.qld.gov.au)



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## Magistrates Courts QCase rollout dates

The new QCase system is on track to commence a staged rollout in Magistrates Courts Services (MCS) later this year.

The anticipated rollout dates and Magistrates Courts locations are:

Stage	Locations	Rollout
Stage 1	QCAT Brisbane	6 March 2023
Stage 2	Brisbane & Beenleigh	23 October 2023
Stage 3	Beaudesert, Coolangatta, Southport, Longreach, Caboolture, Cairns, Cleveland, Ipswich, Mackay, Maroochydore, Mt Isa, Pine Rivers, Rockhampton, Toowoomba, Townsville.	27 November 2023
Stage 4	All other locations	19 February 2024

The QCase project team continue to finalise the development of Magistrates Courts functionality within QCase. Please note any delay in development milestones may result in changes to these rollout dates.

The QCase Transition Team (QTT) are preparing business readiness and transition activities, and continue to engage with internal and external stakeholders in preparation for the rollout of QCase.

If you wish to find out more, or have any questions, please contact the team: [QCase-Transition-Team@justice.qld.gov.au](mailto:QCase-Transition-Team@justice.qld.gov.au)



## QCase success in QCAT Brisbane

QCase rolled out in the first pilot site – the Queensland Civil and Administrative Tribunal (QCAT) in Brisbane – on 6 March 2023.

We are pleased to report the implementation of the new civil case management system has been a success for QCAT staff and tribunal users.

In the six months since rollout, data reveals the QCase portal is the preferred method for tribunal users to file minor civil disputes.

From 6 March to 3 September 2023, there have been more than 3500 lodgements, with 53% lodged via the QCase Portal vs 22% counter, 16% post and 9% via email. In total there have been more than 20,400 documents uploaded to the Portal

One of the main benefits of QCase is accessibility to justice. QCase gives courts and tribunal users greater accessibility to commence, file and manage their cases 24/7 via their online device.



The days of travelling to your local Magistrates Court house with large bundles of documents to file your civil case will soon be long gone.

With the upcoming release of QCase, DJAG's new digital civil case management system, into Magistrates Courts across Queensland you will soon be able to file a civil case online from your home, office or anywhere via your mobile device.

QCase brings positive change and greater accessibility to justice, the timely convenience of filing online, and the ease of corresponding with registry staff via the QCase portal.

Court users will also find it reassuring that they can commence a case, save a draft submission, and return at a later time with supporting documents to complete the process. Plus everyone who is a party to a case gets case updates, ensuring transparency.

## QCase to bring positive change for court users

### Why should I use QCase?

QCase allows you to:

- ✓ View case information and documents 24 hours a day, 7 days a week.
- ✓ Lodge documents any time on any day of the week.
- ✓ Save time and manage your matter online.
- ✓ Receive case updates and notifications in real time.
- ✓ Access your case via desktop, laptop, mobile phone, and tablet.



## Frequently Asked Question: **Lodging documents**

### Do I need to prepare the documents beforehand or can I prepare them in QCase?

Most documents need to be completed prior to lodging them through QCase. Some submissions such as a claim and statement of claim, or an enforcement hearing summons application, will include the option to either:

- complete the forms electronically using a guided process on QCase, or
- prepare the documents separately and then upload them into QCase.

Following a guided process takes you through a series of questions and required information necessary to generate the appropriate forms. You will need to have prepared electronic versions of any additional supporting material that you wish to include when following a guided process.

All other matters and any further documentation filed on your case will need to be completed before uploading them.

