

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

Brisbane QCAT tribunal users, access QCase via: 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



This issue

2024 rollout **P.1**

QCase portal assistance tools **P.2**

Managing payments online **P.2**

QCase to commence a 2024 rollout

The QCase implementation plan has been revised and the staged roll out across Magistrates Courts in Queensland will now occur during the first half of 2024. The Department of Justice and Attorney-General (DJAG) paused the release schedule in October 2023 to allow for some complex technical issues to be comprehensively resolved.

DJAG are pleased to announce that Brisbane and Beenleigh Magistrates Courts will pilot the new civil case management system in Quarter 1 2024, with other locations following over two further stages.

QCase will provide legal practitioners and self-represented court users with a reliable and efficient digital service.

QCase has already improved efficiency for registry and tribunal users at Queensland Civil and Administrative Tribunal (QCAT) Brisbane, with 54% of users opting to lodge via QCase (that's 2,583 online lodgements and 30,669 documents from March to November 2023). These statistics are expected to increase when further digital enhancements to the portal are implemented in early 2024.

Magistrates Courts rollout dates and locations

For the most up-to-date QCase rollout schedule for Magistrates Courts, please refer to courts.qld.gov.au/services/qcase.

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



How are payments managed in the portal?

Moving to an online case management system streamlines the way you manage your case and how you interact with the registry.

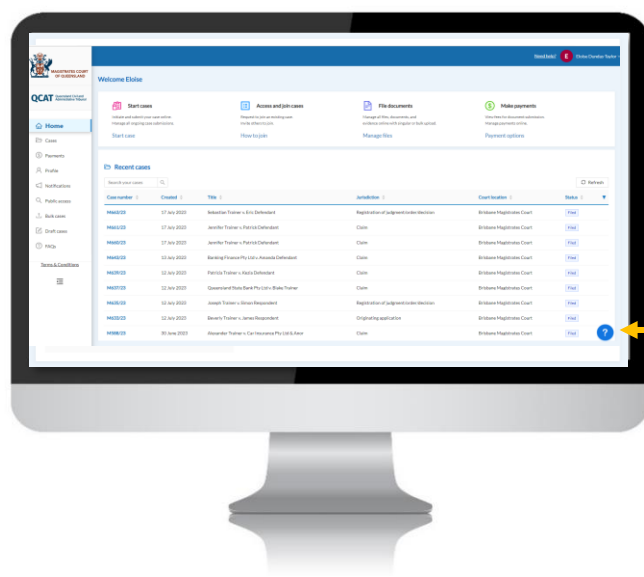
Instead of visiting the registry or posting cheques to finalise your payments, the QCase portal will allow fees to be paid and managed online, including:

- Filing fees,
- Inspect and copy fees, and
- Enforcement fees.

When a lodgement or request incurs a fee, you will have the option to pay the fee at that time or pay later (within 48 hours).

Payments can be made on an individual basis or in bulk using a BPOINT payment window.

Receipts will be issued by Smart Service Queensland.



Click this question mark icon to access the help menu

Your QCase portal assistance tools

Once you log into the QCase portal, you will find the system is straightforward and quite easy to navigate. Common actions such as starting a case appear on a menu at the top and further administrative options are located in the left menu.

Portal assistance

For improved user experience, a number of portal assistance tools are at your finger tips.

If you require help using the portal, you can click the **question icon** in the bottom right, which launches the help menu.

This help menu is QCase's in-built assistance tool that provides you with instructions and tips when you manage your case.

This support tool can guide you through the process "live" using step-by-step instructions.

Also available are smart tips and information icons that provide further information to assist you with completing your lodgement.

Other support available

Within the portal, you can also locate the frequently asked questions link which redirects you to the Courts website for further information.

And of course, if you require further assistance you can contact your local registry.

Why should I use QCase?

The QCase portal will provide on-demand convenience, enabling the legal profession, self-represented litigants, and other Magistrates Courts users to securely file, view and manage their civil matters online.

It is already in use for QCAT Brisbane and will be used for QCAT minor civil dispute matters filed and heard at Magistrates Courts registries as they come online with QCase.

There is no administration fee for using QCase, however usual filing fees still apply.

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.