

An Expanded Dispute Resolution Framework, Bullying and Harassment

Strata disputes can be dogged, expensive and stressful. Strata disputes have the unique aggravating factor of invading ones home. There is no release from what can potentially be quite a traumatising issue. We believe that modern, best practices need to be implemented, particularly as a growing portion of Queenslanders make strata their home. The Office of the Commissioner should have expanded power to deal with repeat offenders, and there should be real consequences, particularly financial consequences for dealing with bad behaviour.

1. SCA (Qld) supports making conciliation binding on all parties.
2. SCA (Qld) supports increased consumer protections including an expanded dispute resolution framework to include original owners as a party to a chapter 6 dispute a so the obligations on original owners to hand over important information and documents for the scheme can be better enforced.
3. SCA (Qld) supports that the Commissioner have the power to award costs orders of a greater quantum than \$2000 if the interests of justice require it.
4. SCA (Qld) supports that the Commissioner be granted the power to declare a person vexatious.
5. SCA (Qld) supports that the Codes of Conduct in the Act be expanded to include lot owners and occupiers, with recourse for breaches.
6. SCA (Qld) supports a clear definition of bullying being inserted into the Act, with the definition of bullying in the Fair Work Act used as a starting point.
7. SCA (Qld) supports that there be consequences for bullying within the Act including but not limited to, loss of eligibility for body corporate levy discounts, fines, and use of common property restricted.
8. SCA (Qld) supports that there be the ability for persons to pay an extra fee to expedite an application within the Commissioners Office.