



INDUSTRIAL REGISTRY
Industrial Court of Queensland and Queensland Industrial Relations Commission

Guidelines for Communication with Court, Commission and Industrial Registry Staff

Introduction

This guide addresses the appropriate ways to communicate with the Industrial Court of Queensland (Court), Queensland Industrial Relations Commission (Commission) and Industrial Registry staff and should be read in conjunction with relevant Practice Directions, as well as the [Codes of Conduct](#) of the President of the Court and Commission.

Where applicable, any reference to a 'party' or 'parties' includes:

- any person communicating with staff on behalf of a party, including legal representatives; and
- a non-party (or someone communicating on a non-party's behalf) where the non-party has become involved in a proceeding.

When communicating with staff, all parties should bear in mind the main purpose of the [Industrial Relations Act 2016](#), as outlined at section 3:

The main purpose of this Act is to provide for a framework for cooperative industrial relations that -

- (a) is fair and balanced; and
- (b) supports the delivery of high quality services, economic prosperity and social justice for Queenslanders.

Appropriate Communication

Effective communication with the Court, Commission and Industrial Registry is essential for the Court, Commission, and Industrial Registry to fulfil its functions productively and efficiently.

The following points should be taken into consideration when communicating with the Court, Commission and Industrial Registry:

- all communication with Chambers of the Court and Commission should be made through the Industrial Registry;
- unless there is great urgency, the Industrial Registry encourage parties to use email as the preferred means of communication;
- all email correspondence should be sent to qirc.registry@qirc.qld.gov.au and not directly to Chambers;

- parties are reminded to copy the other party/parties in any communication with the Court, Commission or Industrial Registry at all times;
- generally, communication received after 5.00 p.m. will not be considered by the Industrial Registry until the next business day;
- all correspondence should clearly refer to the particular matter e.g. including a matter number and name, if applicable;
- all parties are expected to communicate with each other, and staff, respectfully and courteously at all times;
- rude, aggressive or disrespectful behaviour towards staff will not be tolerated;
- parties are expected to cooperate with any requests or directions of staff;
- enquiries with staff should be limited to matters relating to practice and procedure, process and general enquiries;
- staff are, by law, not permitted to give legal advice.

Parties **should not:**

- seek advice as to whether a specific claim/application/appeal should be commenced, or what content to include in a specific claim/application/appeal;
- ask about the substantive content of a filed document;
- ask for advice on what to say in proceedings;
- ask what the decision or judgement of the Court of Commission might be;
- ask when a decision or judgement is expected to be released;
- ask for a recommendation of a particular representative to act on behalf of a party;
- provide scandalous or vexatious documents or information;
- provide 'without prejudice' documents (i.e. settlement offers);
- provide irrelevant or unnecessarily burdensome correspondence, documents or information; or
- send 'broadcast' emails that unnecessarily involve the Court, Commission or Industrial Registry.

Much of the information that can be provided by staff is also publicly available on the Commission's website - qirc.qld.gov.au. This information includes hearing lists, forms, guides, information sheets and practice directions. It is recommended that parties consider this website for any resources they seek prior to contacting the Industrial Registry.

Information on the general requirements for filing can be found in the [*Industrial Relations \(Tribunals\) Rules 2011*](#).