

BODY CORPORATE FACT SHEET

Role of the BCCM Office

What the Commissioner's Office can and cannot do for you

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

1. Information and community education unit

The role of the information and community education unit is to provide information on body corporate legislation in Queensland.

The limit of the service

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

The unit provides information to the community about body corporate legislation, and 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 unit provides:

- information online at www.qld.gov.au/bodycorporate (search BCCM QLD)
- responses to telephone and online enquiries for general information
- forms for bodies corporate to use
- online training courses (search BCCM online training).

2. Dispute resolution services

The BCCM Office helps parties resolve:

Type of dispute	How it is resolved
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 BCCM Act dispute resolution, because they explain different aspects of the process. You should read the referee guides before applying for an order of a referee.

3. Contact

Channel	Detail
Phone	1800 060 119 (Monday to Friday, 8.30am to 3.00pm)
Email	bccm@justice.qld.gov.au

Channel	Detail
Online	Submit an online enquiry (search BCCM online enquiry)
Website	www.qld.gov.au/bodycorporate

Source and disclaimer

Source: Queensland Government, Office of the Commissioner for Body Corporate and Community Management — “BCCM Fact Sheet | Role of the Office”, January 2026.

BCCM information line 1800 060 119 · www.qld.gov.au/bodycorporate

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Talk to us

If this raises a question about your scheme, we are happy to help.

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