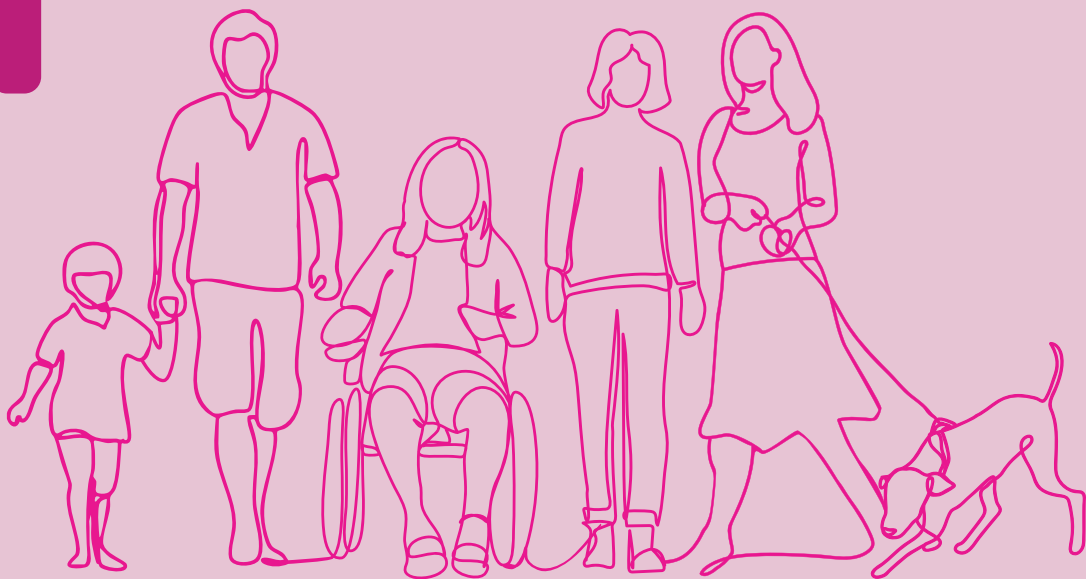


ENGLISH



COURT
NETWORK



YOUR DAY AT VCAT

A Guide

The Victorian Civil
and Administrative
Tribunal (VCAT)

WHAT IS VCAT?

VCAT (the Victorian Civil and Administrative Tribunal) is an independent tribunal in Victoria that resolves a wide range of disputes, including tenancy, consumer, guardianship, and administrative matters. It provides a faster, less formal, and more affordable alternative to going to court.

Coming to VCAT is a legal process and at the end of a hearing an order will be given. All parties must do what the order says or risk further action being taken such as being taken to court.

At VCAT, the person overseeing all cases, making decisions and giving orders is called a 'Member'.

WHAT IS RDRV?

RDRV (Rental Dispute Resolution Victoria) is a free, voluntary, alternative dispute resolution service, operated via VCAT. RDRV can help resolve disputes about many renting issues, including rent increases, repairs and bonds.



TYPES OF VCAT MATTERS

There are many types of case that can be resolved at VCAT, and a full list and description of each can be found at <https://www.vcat.vic.gov.au/case-types>

Some of the most common cases include:

- Residential: Rental property disputes in Victoria between renters (tenants) and rental providers (landlords).
- Guardianship, Administrators or Powers of Attorney: Opportunities to appoint these roles, or, reassess or cancel these appointments.
- Goods and services: Disputes about products and services bought or sold.



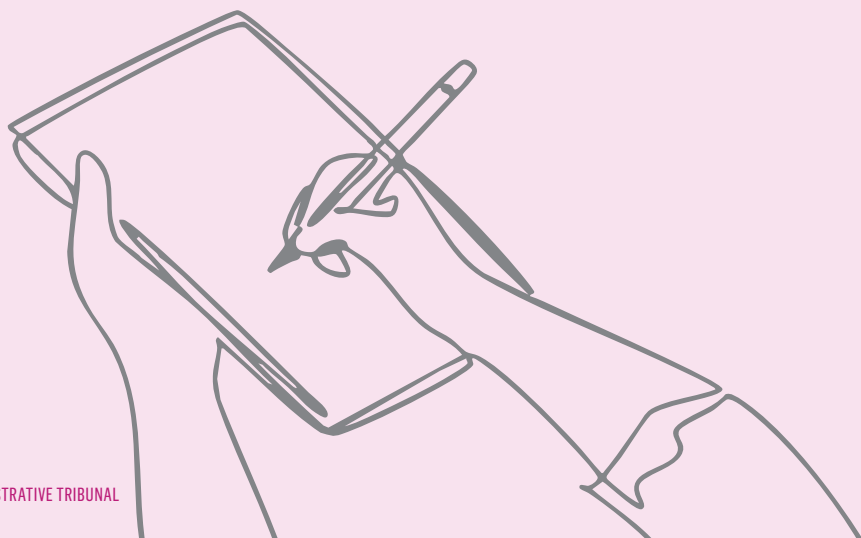
PREPARING FOR VCAT

You can apply to lodge a VCAT application online, at www.vcat.vic.gov.au or, in person at any VCAT venue.

You will likely be asked to include information, evidence and contact details in your application, and to pay an application fee.

VCAT will review your application and determine next steps, including whether your case will be heard online or in person. Everything will be communicated with you from VCAT via phone, mail or email.

While you do not need a lawyer to attend a VCAT hearing, it can be useful to seek legal advice before lodging an application with VCAT.



ATTENDING VCAT

Please refer to your communications from VCAT to know if you are required to attend your hearing online or in person. Ensure you have submitted any required documents before your hearing date.

If attending in person, please note:

- VCAT is not always near public transport and parking is not always available. Consider how you will get to and leave VCAT before your hearing date.
- Ensure you arrive at VCAT at least 30 minutes before your hearing time.
- To enter VCAT you will need to pass through security. Do not bring any weapons, glass or sharp objects to VCAT.
- When you arrive at VCAT, check the directory screens or ask for help at the Service Counter.
- Wait outside your hearing room until you are called in.
- Bring: water, fully charged devices, a pen and paper for taking notes and any documents relating to your case.

Support at VCAT

You are welcome to bring a support person with you to VCAT. This can be a friend or a family member. If you would like additional support from someone familiar with VCAT and its processes, you can book support with Court Network on 1800 571 239.

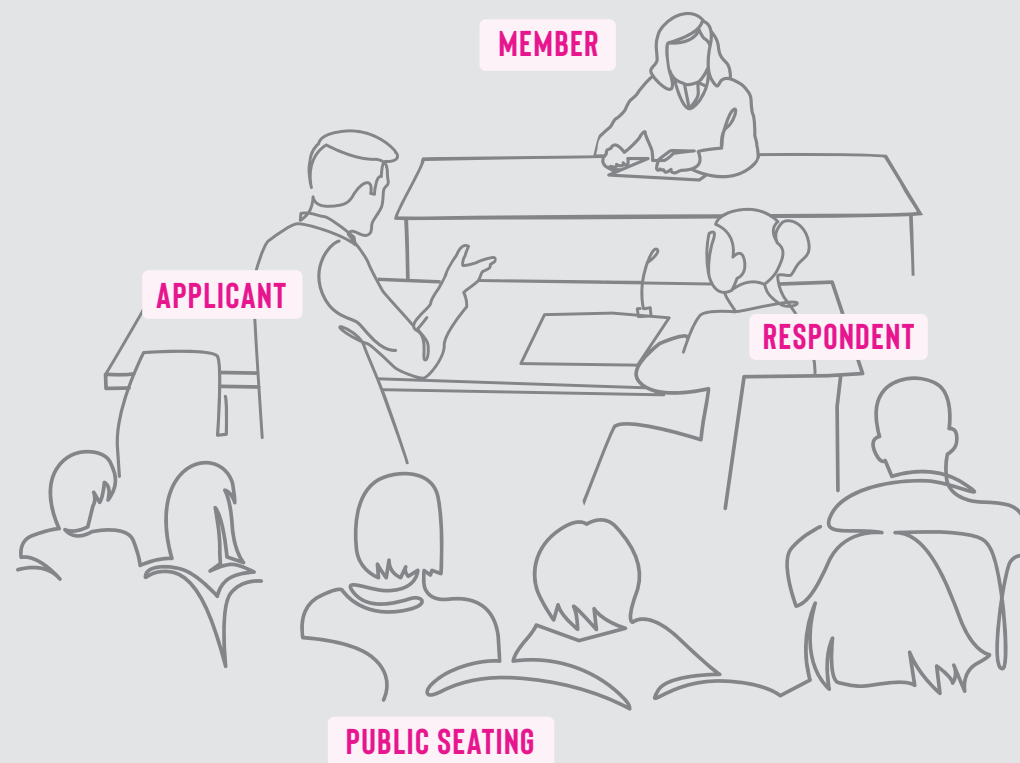
Other support services available at VCAT include support for Aboriginal and Torres Strait Islander peoples, accessibility support, Family Violence support and interpreters.

THE HEARING ROOM

- When your hearing is called, go into the Hearing Room.
- Turn your phone on silent.
- Sit where the Member or your lawyer tells you to.
- The Member will ask you and the other party questions about your case. If you have a lawyer they can speak for you, but if you do not you can speak to the Member. Call the Member, Member.
- After they have heard all the information, the Member will decide what to do. You may need to come back to VCAT another day, or your case might be finalised.
- It is ok to ask the Member questions if you do not know what is happening in the Hearing Room.

After your hearing

- You may be asked to collect or sign documents after the Member finishes with your case.
- Go to the Service Counter and see if there is anything you need to do before you leave VCAT.
- If you have questions after your time at VCAT or you are returning and would like support, you can call Court Network on 1800 571 239.



Funded by

Victoria**Law** Foundation

Court Network
1800 571 239
www.courtnetwork.com.au
admin@courtnetwork.com.au

This is a general guide to your day at VCAT.
Information is subject to change as VCAT
processes change.



For access to
resources online,
including in other
languages



To make a
referral to Court
Network