



Introduction to RDRV

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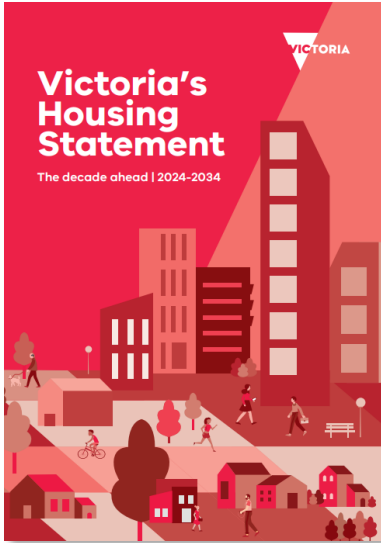
Kylea Campana

RDRV Head of List

Community Housing Industry Association Victoria Conference

1 April 2025

Introducing Rental Dispute Resolution Victoria (RDRV)



Victoria's Housing Statement introduced a range of reforms including the establishment of Rental Dispute Resolution Victoria (RDRV).

RDRV will:

- assist renters and rental providers resolve disputes over rent increases, damages, repairs and bond and/or compensation.
- involve less time, stress, costs and need for formal legal representation
- function as division within VCAT
- be operational in June 2025.

RDRV development informed by lessons learnt in resolving backlog

- Innovative and new ways of working for case management
- Established an Early Resolution Team to achieve resolution as soon as possible
- Members more available for hearings and spending less time on admin
- Wait times significantly reduced



How will RDRV operate?

Rental Dispute Resolution Victoria (RDRV) - **fast, free and fair** service for renters and rental providers to resolve their disputes.



People

- **Resolution Coordinators**
Dedicated and expert case managers that will oversee the dispute from start to finish.
- Supported and guided by experienced Residential Tenancies **Members**



Process

- **Case management**
Informal approach that focusses on achieving an early resolution rather than automatically going to a VCAT hearing.
- **Outcome focussed**
Every interaction adds value and progresses towards resolution.
- **Choice and autonomy**
To support a fast resolution, where appropriate



System

- **Digital first**
New website that's easy to navigate, incorporate video hearings.
- New **myVCAT portal** for applications, upload documents

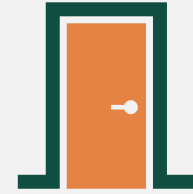


Early resolution for Bond and Compensation cases*



3,563
Cases initiated

2,065
Cases finalised



70%



Resolved before hearing
*includes information provision, facilitated discussions, mediations
and in office*

30%
Hearings



32.7
Average number of calendar days

Coming Up...

- Pilot repair cases
- Urgent and non urgent repairs

*From May 2024 to 22 March 2025



Urgent and non urgent repairs

- ~ 22 repairs cases a week in VCAT and all heard within one week.
- VCAT will make a repair order in almost all cases on the first return date. If the nature of the repair is unclear, then the likely order is 'investigate and carry out repairs as necessary.'



For community housing agencies

- Where an Owners Corporation has control over the building and the repair is on common property, or where there are multiple agreements concerning the rented premises, and the Community Housing Group is also a renter and does not own the asset.
- Unlikely to be a Rent Special Account (RSA) order on the first return date and compensation won't be considered usually until the repair is completed.
- Streamlined renewal process; plan to replicate for RDRV.



Orders and hearings

- If the proceeding is renewed by the renter for RSA orders or the rental provider for an extension of time, using the renewal form on the website, then if there is no objection from the other side, orders are made in chambers based on the information and evidence provided, without hearing.
- If there is an objection, a hearing will be held.
- When these matters move through the RDRV process, parties will be assisted with these steps by the resolution coordinator.

Resolution coordinators (RC) having an impact

- Main contact point for all parties
- Collects information/documents for the next stage only

- Focus on what matters
- Set expectations
- Warm referrals

I have had many VCAT cases, and I found this was a **better way of doing things.**

Your **independent and clear** manner of working made a difference.

The whole process was **transparent, very responsive** and I was always kept up to date.



Coming Up...

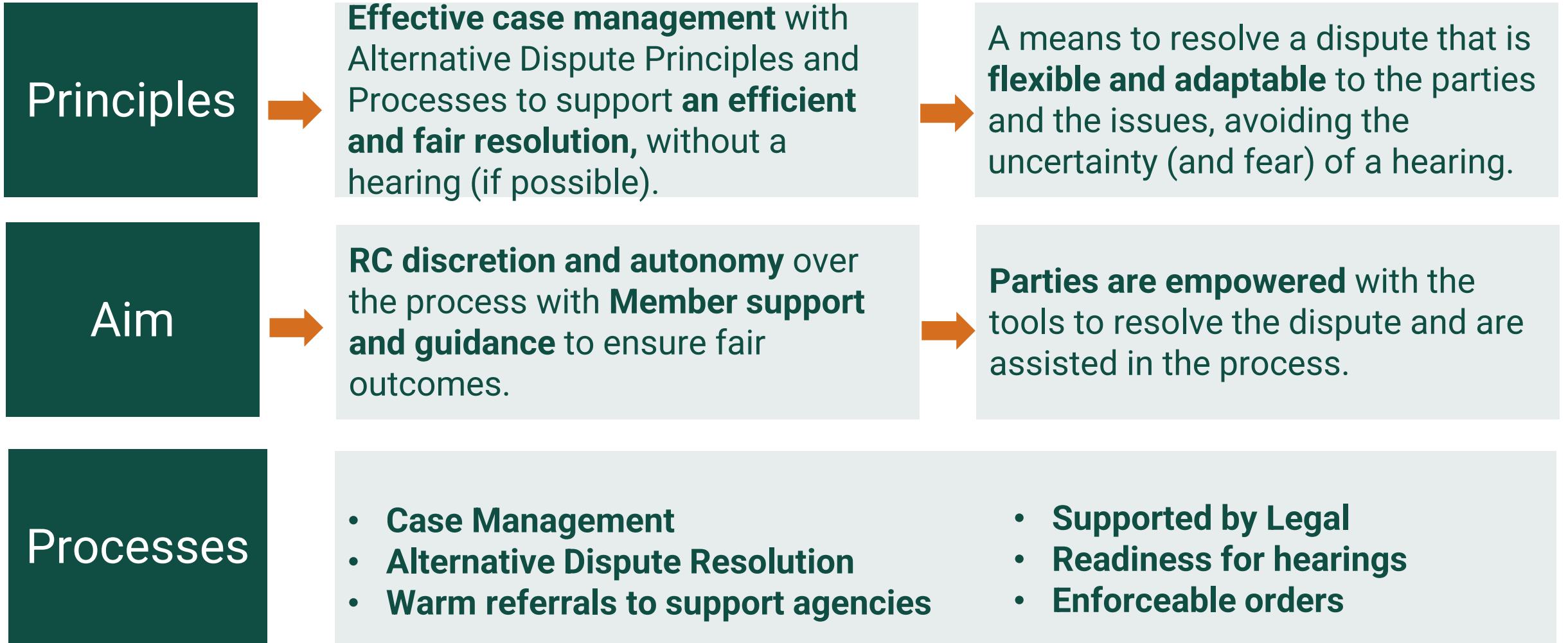
- Pilot Intake Workers to help get cases ready
- Help support renters who only want to enquire and not identify themselves or go on record

You tried hard to **resolve this without needing a hearing.**

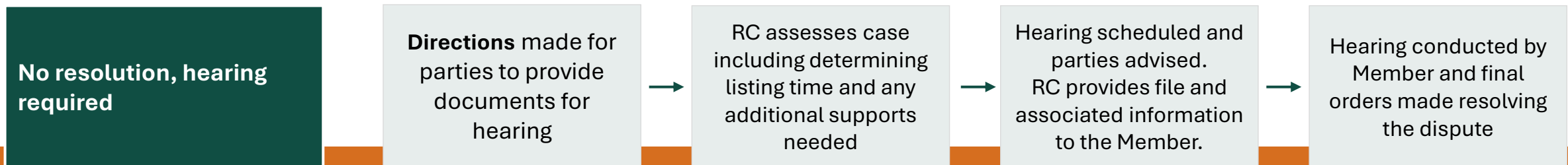
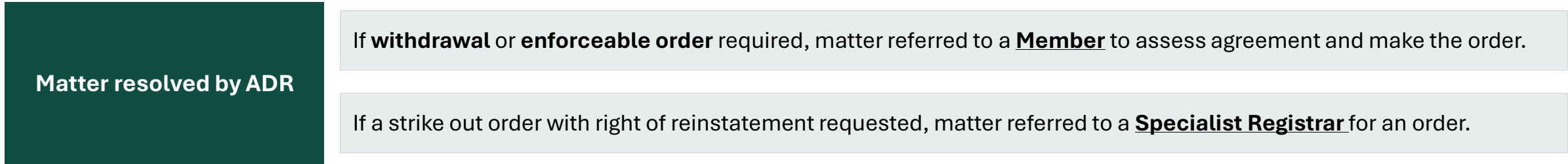
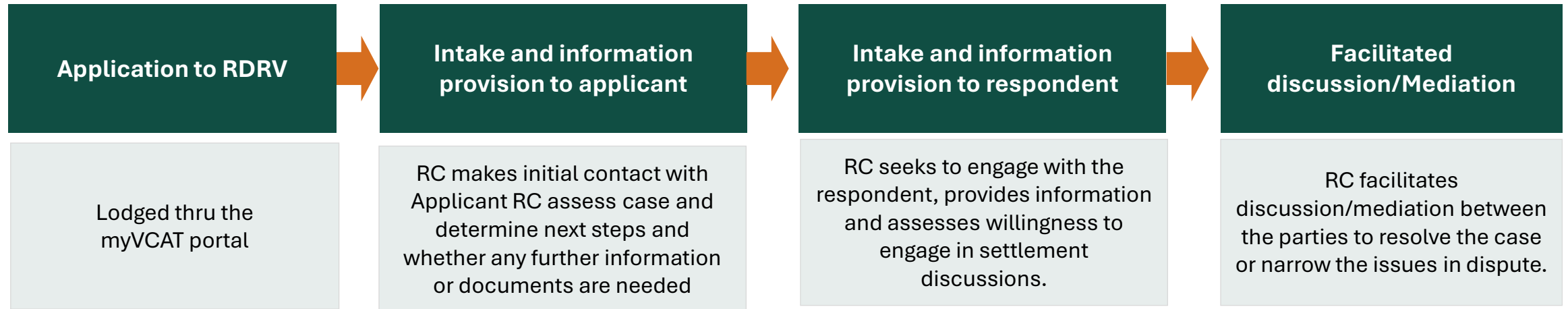
Your kindness, efficiency, and smooth communication made the **entire process much easier** for me.

Your **guidance and support** have been greatly appreciated, and I am truly thankful for the time and effort you have **dedicated to my case.**

RDRV overview



Case management: Alternative Dispute Resolution in RDRV



How to prepare for RDRV



Align and fine tune internal complaint processes – How can you identify/negotiate issues for a quick resolution? Are the delegations correct?



Watch out for RDRV training and support materials available from May



Set up an account in myVCAT portal

The screenshot shows the myVCAT portal homepage. At the top, there is a dark blue header with the VCAT logo (Victorian Civil & Administrative Tribunal) on the left and 'Help & Support' and 'Sign in' links on the right. The main content area is white and features the heading 'Welcome to myVCAT'. Below this, a paragraph explains that this is VCAT's online dispute portal and lists the types of issues it can manage: Goods and services disputes, and Bond and compensation claims for rental properties. It then prompts the user to sign in or register. A section titled 'With a myVCAT account you can:' lists three benefits: viewing application status, seeing due tasks, and viewing orders and documents. At the bottom, there are two buttons: 'Register for myVCAT' and 'Sign in to myVCAT'. A footer note states that by using myVCAT, users agree to the Terms and Conditions and Privacy Policy. On the right side of the page, there is a circular graphic with a central computer monitor and smartphone, surrounded by document icons and connected by a circular line.

VCAT Victorian Civil & Administrative Tribunal

Help & Support | Sign in

Welcome to myVCAT

This is VCAT's online dispute portal. You can use it to manage these types of issues:

- Goods and services disputes
- Bond and compensation claims for rental properties

To begin, sign in or register for a myVCAT account below.

With a myVCAT account you can:

- View the status of your application.
- See any tasks that are due for your application or case.
- View orders, hearing notices and other documents for your application or case.

[Register for myVCAT](#) [Sign in to myVCAT](#)

By using myVCAT, you are agreeing to our [Terms and Conditions](#) and [Privacy Policy](#).