

# The Future of Dispute Resolution

CHIA Victoria Conference 2025

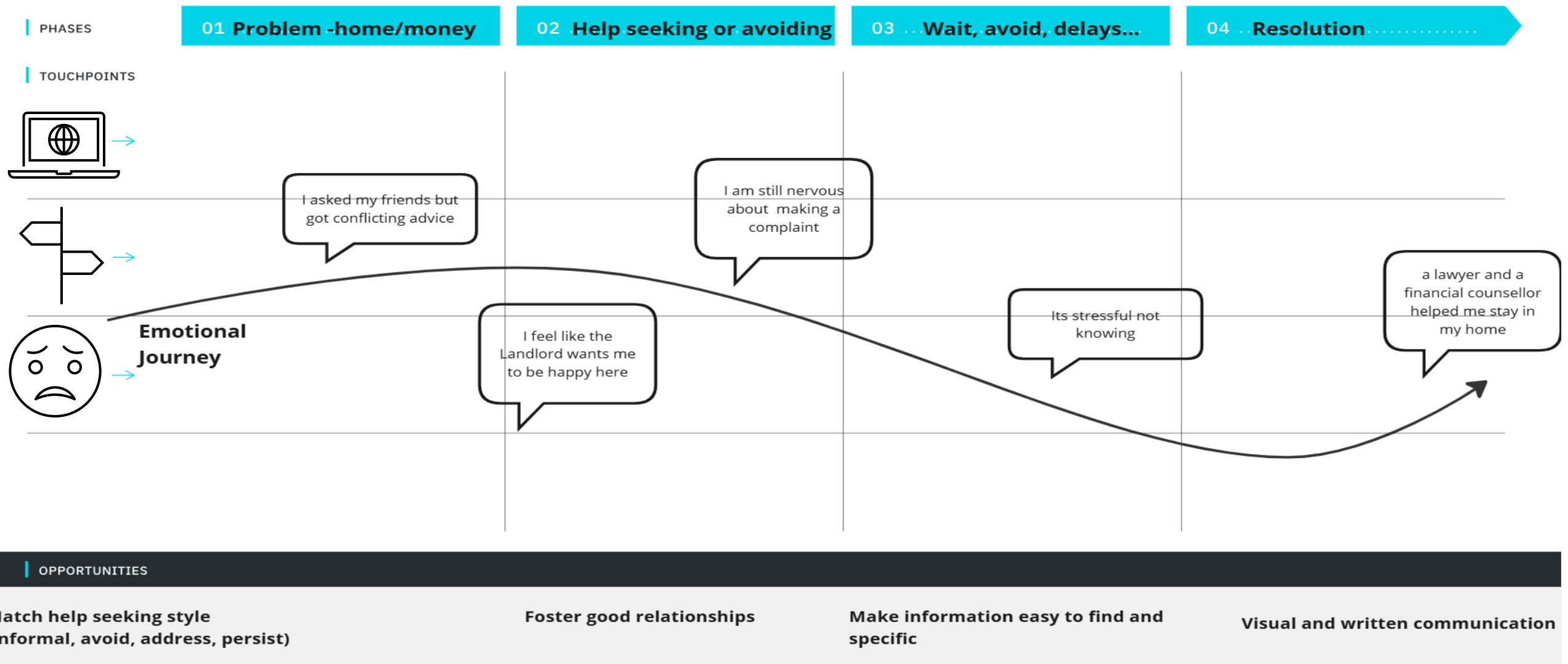
Tuesday 1<sup>st</sup> April 2025

Presented by: Jennifer Beveridge, CEO

## Stages in a renter's experience

- 1 Stage 1: Finding a rental property
- 2 Stage 2: Managing relationships with landlords, housing providers, and real estate agents
- 3 Stage 3: Experience a rental problem
- 4 Stage 4: Seeking help
- 5 Stage 5: Navigating legal, community, and government services
- 6 Stage 6: Help-seeking outcomes

# Stages in a renter's help seeking journey



# Tenants Victoria – services to renters and workers who support renters



Tenants Victoria was formed more than 50 years ago to promote and protect the rights of renters in Victoria. It aims to both help individual renters and work for social change to improve renting conditions.

Self-guided information and tools

Education and training for tenancy and community support workers

Multicultural community engagement and education

Disaster-related partnerships

Guided information, triage, service matching, and referral

Legal advice

Legal casework and representation

Financial counselling – advice and casework

Social work - casework

Rooming house outreach

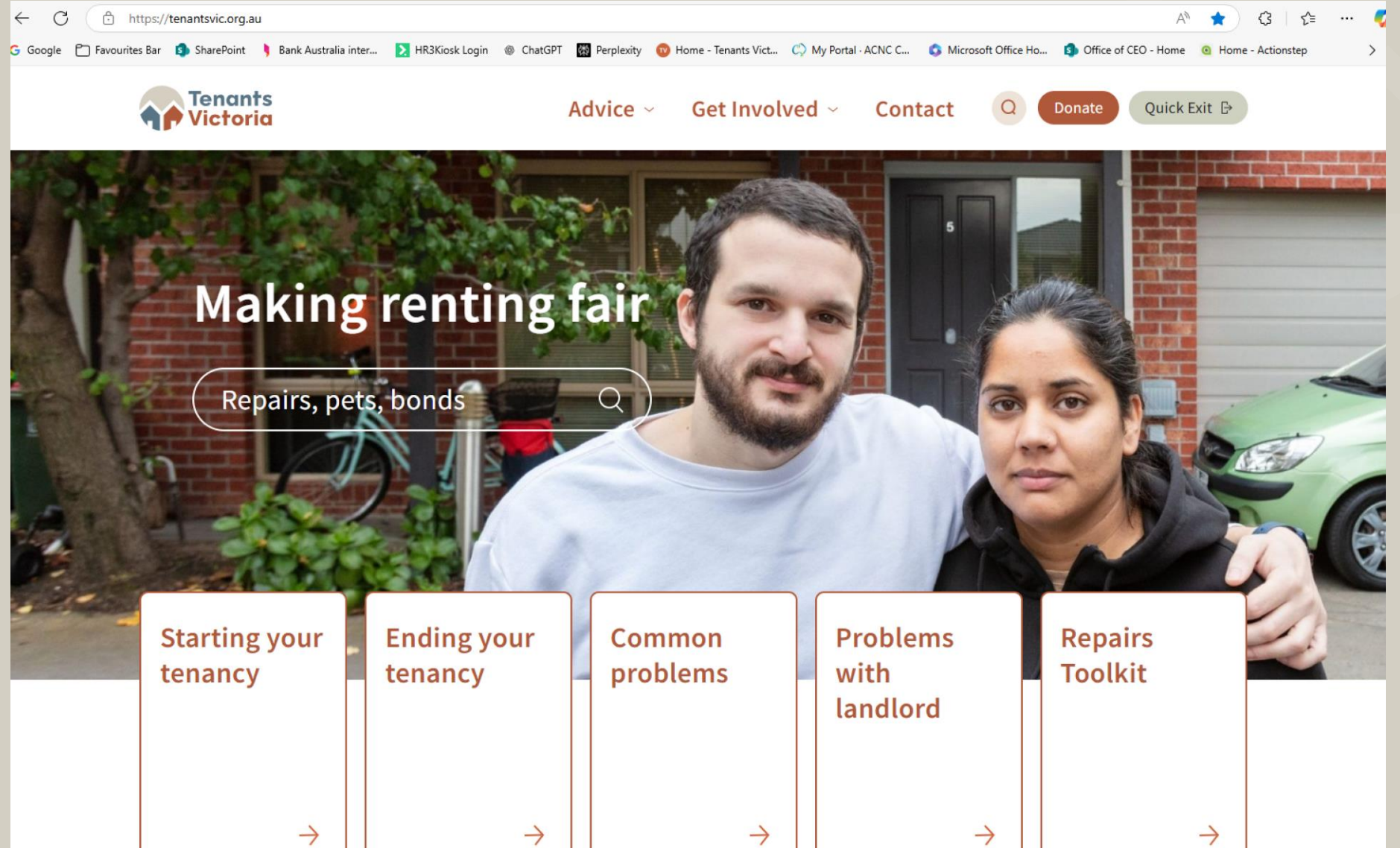
We offer free and confidential advice, assistance and advocacy for people renting in Victoria, including:

- renters in private rentals
- renters in public housing
- residents in caravan parks
- residents and tenants in rooming houses

## Our vision

Safe, secure, and affordable homes for Victorian renters in a fair housing system.

Thank you



Specialist tenancy community legal centre

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