# Going to VCA

# Why apply to VCAT?

VCAT stands for Victorian Civil and Administrative Tribunal.

It helps people resolve disputes in a fair way.

An appointment at VCAT is called a hearing. It's like going to court, but less formal.

If you are a renter in Victoria and you have an issue with your landlord that's hard to resolve, one option might be to go to VCAT.

A hearing is for both you and your landlord or their real estate agent to tell each side of the story and have VCAT make a decision that upholds the law.

Often you don't need a lawyer because you can represent yourself.

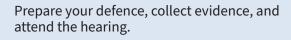
# If a landlord takes you to VCAT



You will get at least 2 notices from VCAT: one confirming the VCAT application and one with the hearing details.



Your landlord should share their application and evidence with you before the hearing.











# At the hearing



VCAT listens to both sides, looks at the evidence and makes a decision, which is called an 'order'.



An order tells everyone what must happen as a result of the hearing.

# Steps to apply to VCAT

#### Put in your application

- Apply online or fill out the PDF form on the VCAT website.
- Be clear about everything you want VCAT to consider.
- In your application it's best to refer to the relevant section of the Residential Tenancies Act. A list of common renting issues with their section numbers is on the VCAT website.

### Gather your evidence

- Collect documents, photos, and records that support your claim.
- Share the evidence with VCAT and your landlord before the hearing.

#### Prepare for the hearing

- VCAT will send you a notice with the hearing date, time, and location.
- If you need an interpreter at the hearing, VCAT can provide one for free.
- Special support is available for Koori people, people with disabilities, and people experiencing family violence.



## **Tips for renters**

#### Be prepared

Go to the Tenants Victoria website to learn about your rights





Don't miss your hearing! If you don't attend, VCAT can still make decisions.

#### **Resolve outside VCAT?**



You can settle the dispute privately anytime. Get the agreement in writing and inform VCAT that you don't need the hearing anymore.









tenantsvic.org.au







This information is a guide and should not be used as a substitute for professional legal advice.