

# Going to VCAT

## 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.

Prepare your defence, collect evidence, and attend 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

### 1 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.

### 2 Gather your evidence

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

### 3 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

### Show up

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.



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