your step-by-step guide to going to the Tribunal

TENANTS UNION of Victoria Ltd

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START HERE

Are you having a dispute with your landlord or agent that you cannot resolve?

YES → Contact the Tenants Union for advice.

Did the Tenants Union advise you to apply to the Victorian Civil and Administrative Tribunal (VCAT) to get a legally enforceable decision?

YES → Complete a VCAT Application Form (available from VCAT or the Tenants Union). There is an application fee (currently $34.20) so you will need to attach a cheque or money order, or pay cash in person at VCAT. (There is no fee for applying for return of your bond.)

If you cannot afford the application fee, you can apply to have it waived. You will need to send in a separate application form to request a fee waiver.

OR → Have you received a Notice of Hearing because your landlord or agent applied to the Victorian Civil and Administrative Tribunal (VCAT)?

You must attend the VCAT hearing if you want to defend the claims against you. Contact the Tenants Union for advice.

You will receive a Notice of Hearing from VCAT telling you when and where the hearing will take place.

Are you able to attend on the day of the hearing?

YES → Prepare for your hearing by photocopying any letters, documents and photos that you want to show at the hearing. If you have any witnesses, make arrangements for them to appear on the day.

Most tenants can present their own case at VCAT. However you are entitled to legal representation in some circumstances. If you believe that you may need representation, contact the Tenants Union for advice.

At the hearing, both parties will have the opportunity to present their case to a VCAT member, who will ask questions and make an order (a legally enforceable decision).

Are your witnesses able to attend the hearing?

YES → A witness can give evidence in a Statutory Declaration, or you can apply to VCAT for a summons for a witness to appear.

NO → A witness can give evidence in a Statutory Declaration, or you can apply to VCAT for a summons for a witness to appear.

NO

1 → Another person may represent you at the hearing if you provide them with a signed statement that you give them authority to act on your behalf.

2 → If you couldn't go to the hearing due to unforseen and serious circumstances, or you didn't receive a Notice of Hearing, you should apply for a review hearing as soon as you find out about the order. If your application is successful, you will receive a Notice of Hearing for another date.

For more information see:
- **'A Day at the Bench' DVD kit**
- **The Victorian Civil and Administrative Tribunal fact sheet**
- **Tribunal hearing checklist**

VCAT
(Victorian Civil and Administrative Tribunal)
55 King Street Melbourne 3000
☎ 9628 9800
☎ 1800 133 055

If you need an interpreter, tell VCAT before the hearing date.
If VCAT can't arrange for an interpreter, you should ask for an adjournment.