# Celebrating 25 years of VCAT: The present

## **Transcript**

[Introductory music]

Warwick Mitchell – Executive Director and Registrar, Services and Legal: Today, VCAT is a busy, dynamic organisation providing fair, efficient and affordable justice to the Victorian community.

We resolve disputes and make decisions under more than 150 pieces of Victorian legislation.

We receive tens of thousands of applications every year, and we're constantly adapting to changes to our jurisdiction and new legislation.

Like every organisation, VCAT has faced significant operational challenges over the last three years.

At the beginning of the pandemic, we transitioned overnight to ensure the safety of our staff, members, and the public.

While online methods of conducting hearings were almost completely new to us at the time, we adapted quickly, for example, by establishing the VCAT Meeting Centre, our custom-built teleconferencing platform, and by digitising the Planning and Environment Division.

Over the last few years, there have also been some significant changes to our jurisdiction, particularly residential tenancies, guardianship and administration, and to the VCAT Act itself to improve access to justice.

We've also opened some beautiful new venues in Oakleigh, Frankston, and Bundoora, bringing our services closer to those communities.

Wendy Harris – Koori Engagement Manager: The VCAT Koori Support Team commenced in 2020, and in July that year our webpage also went live.

We are really proud that now in 2023, VCAT venues include a Koori hearing room, which is a culturally safe space for Aboriginal and Torres Strait Islander people to come to, and have their VCAT hearing.

Our dedicated Koori Support Team aims to increase access and participation.

We do this by providing specialised outreach, that supports them through their VCAT journey.

From application referral information, to supporting hearing preparation, through to post-hearing support.

We are proud to be continuously working to improve the experience for Koori people coming to VCAT.

[On screen text: 25 years of VCAT]

[Music fades]