# Administrative Division

## Review and Regulation List

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Caseflow | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| Initiations | 1,039 | 1,002 | 1,038 | 1,122 | 8% |
| Finalisations | 787 | 881 | 928 | 819 | -11.7% |
| Pending | 705 | 689 | 715 | 987 | 38% |
| Clearance rate | 76% | 88% | 89% | 73% | -18% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Timeliness of finalised cases (weeks) | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| Median | 30 | 35 | 35 | 40 | 14% |
| 80th percentile | 66 | 83 | 89 | 96 | 8% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Initiations (details) | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| *Freedom of Information Act 1982* | 242 | 213 | 191 | 204 | 7% |
| *Transport Accident Act 1986* | 284 | 275 | 296 | 300 | 1% |
| *Health Practitioner Regulation National Law (Victoria) Act 2009* | 89 | 100 | 119 | 133 | 12% |
| Others | 424 | 414 | 432 | 485 | 12% |
| Total | **1,039** | **1,002** | **1,038** | 1,122 | 8% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Finalisations (details) | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| *Freedom of Information Act 1982* | 156 | 201 | 189 | 121 | -36.0% |
| *Transport Accident Act 1986* | 157 | 200 | 240 | 266 | 10.8% |
| *Health Practitioner Regulation National Law (Victoria) Act 2009* | 80 | 85 | 98 | 99 | 1.0% |
| Others | 394 | 395 | 401 | 333 | -17.0% |
| Total | **787** | **881** | **928** | 819 | -11.7% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Pending (details) | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| *Freedom of Information Act 1982* | 188 | 183 | 165 | 248 | 50% |
| *Transport Accident Act 1986* | 74 | 56 | 74 | 117 | 58% |
| *Health Practitioner Regulation National Law (Victoria) Act 2009* | 102 | 158 | 186 | 216 | 16% |
| Others | 341 | 292 | 290 | 406 | 40% |
| Total | **705** | **689** | **715** | 987 | 38% |

## Legal Practice List

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Caseflow | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| Initiations | 90 | 72 | 98 | 86 | -12% |
| Finalisations | 113 | 79 | 93 | 96 | 3.2% |
| Pending | 80 | 72 | 74 | 67 | -9% |
| Clearance rate | 126% | 110% | 95% | 112% | 18% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Timeliness of finalised cases (weeks) | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| Median | 29 | 33 | 29 | 15 | -48% |
| 80th percentile | 53 | 68 | 63 | 47 | -25% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Applications by enabling enactment | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| *Australian Consumer Law and Fair Trading Act 2012* | 64 | 45 | 64 | 60 | -6% |
| *Legal Profession Uniform Law Application Act 2014* | 22 | 25 | 34 | 23 | -32% |
| Other | 4 | 2 | - | 3 |  |
| Total | **90** | **72** | **98** | 86 | -12% |

# Civil Division

## Civil Claims List

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Caseflow | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| Initiations | 7,608 | 7,889 | 7,999 | 6,898 | -14% |
| Finalisations | 5,652 | 6,726 | 7,011 | 6,198 | -11.6% |
| Pending | 5,354 | 6,302 | 6,920 | 7,306 | 6% |
| Clearance rate | 74% | 85% | 88% | 90% | 3% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Timeliness of finalised cases (weeks) | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| Median | 23 | 29 | 38 | 44 | 16% |
| 80th percentile | 39 | 56 | 64 | 72 | 13% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Applications by enabling enactment | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| *Australian Consumer Law and Fair Trading Act 2012* | 7,498 | 7,793 | 7,875 | 6,686 | -15% |
| Others | 110 | 96 | 124 | 212 | 71% |
| Total | **7,608** | **7,889** | **7,999** | 6,898 | -14% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Applications by claim amount for initiated cases | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| Small claims: <$15,000 | 6,481 | 6,678 | 6,527 | 5,699 | -13% |
| Standard claims: $15,000–$100,000 | 890 | 895 | 948 | 875 | -8% |
| Complex claims: $100,000+ | 120 | 102 | 146 | 146 | 0% |
| No value | 117 | 214 | 378 | 178 | -53% |
| Total | **7,608** | **7,889** | **7,999** | 6,898 | -14% |

## Building and Property List

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Caseflow | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| Initiations | 2,406 | 2,060 | 2,192 | 2,399 | 9% |
| Finalisations | 1,995 | 1,799 | 2,143 | 2,007 | -6.3% |
| Pending | 2,287 | 2,495 | 2,521 | 2,956 | 17% |
| Clearance rate | 83% | 87% | 98% | 84% | -14% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Timeliness of finalised cases (weeks) | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| Median | 36 | 38 | 45 | 39 | -13% |
| 80th percentile | 60 | 70 | 85 | 90 | 6% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Initiated cases by enabling enactment | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| *Domestic Building Contracts Act 1995* | 1,400 | 1,128 | 1,224 | 1,434 | 17% |
| *Property Law Act 1958* | 146 | 137 | 132 | 138 | 5% |
| *Retail Leases Act 2003* | 528 | 405 | 400 | 452 | 13% |
| *Water Act 1989* | 131 | 124 | 162 | 162 | 0% |
| *Australian Consumer Law and Fair Trading Act 2012* | 195 | 263 | 272 | 213 | -22% |
| Others | 6 | 3 | 2 |  |  |
| Total | **2,406** | **2,060** | **2,192** | **2,399** | **9%** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Applications by claim amount for initiated cases | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| Small claims: <$15,000 | 523 | 504 | 560 | 399 | -29% |
| Standard claims: $15,000–$100,000 | 556 | 490 | 489 | 462 | -6% |
| Complex claims: $100,000+ | 372 | 311 | 309 | 284 | -8% |
| No value | 955 | 755 | 834 | 1,254 | 50% |
| Total | **2,406** | **2,060** | **2,192** | 2,399 | 9% |

## Owners Corporations List

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Caseflow | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| Initiations | 2,665 | 2,263 | 1,642 | 1,662 | 1% |
| Finalisations | 2,971 | 2,159 | 1,781 | 1,571 | -11.8% |
| Pending | 1,111 | 1,153 | 796 | 810 | 2% |
| Clearance rate | 112% | 95% | 109% | 95% | -13% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Timeliness of finalised cases (weeks) | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| Median | 14 | 15 | 14 | 12 | -14% |
| 80th percentile | 24 | 25 | 36 | 26 | -28% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Applications by enabling enactment | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| *Australian Consumer Law and Fair Trading Act 2012* | 13 | 15 | 30 | 20 | -33% |
| *Owners Corporations Act 2006* | 2,626 | 2,220 | 1,584 | 1,602 | 1% |
| Others | 26 | 28 | 28 | 40 | 43% |
| Total | **2,665** | **2,263** | **1,642** | **1,662** | **1%** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Applications by claim amount | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| Small claims: <$15,000 | 2,258 | 1,826 | 1,171 | 1,200 | 2% |
| Standard claims: $15,000–$100,000 | 91 | 114 | 115 | 130 | 13% |
| Complex claims: $100,000+ | 18 | 10 | 14 | 13 | -7% |
| No value | 298 | 313 | 342 | 319 | -7% |
| Total | **2,665** | **2,263** | **1,642** | **1,662** | **1%** |

# Human Rights Division

## Guardianship List

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Caseflow | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| Initiations | 14,169 | 12,848 | 14,058 | 13,323 | -5% |
| Finalisations | 13,361 | 12,420 | 14,097 | 12,956 | -8.1% |
| Clearance rate | 94% | 97% | 100% | 97% | -3% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Applications by lodgement type for initiated cases | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| Guardianship Hub (online) | 2,187 | 2,507 | 2,740 | 3,002 | 10% |
| Registry (manual) | 11,982 | 10,341 | 11,318 | 10,321 | -9% |
| Total | **14,169** | **12,848** | **14,058** | 13,323 | -5% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Enabling enactments activities for initiated cases | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| Advice to administrator | 3,268 | 3,180 | 3,414 | 3,636 | 7% |
| Directions | 787 | 612 | 405 | 565 | 40% |
| Orders about appointed medical treatment decision-makers and support persons | 34 | 37 | 31 | 61 | 97% |
| Reassessment of order to comply with guardian’s decisions | 3 | 13 | 25 | 3 | -88% |
| comply with guardians decisions | 14 | 41 | 32 | 18 | -44% |
| Rehearing for party to application | 47 | 40 | 48 | 43 | -10% |
| Rehearing for not a party to application | 15 | 4 | 5 | 5 | 0% |
| Additional activities | 346 | 484 | 554 | 583 | 5% |
| Total | **4,514** | **4,411** | **4,514** | **4,914** | **9%** |

## Human Rights List

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Caseflow | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| Initiations | 492 | 568 | 501 | 1,160 | 132% |
| Finalisations | 480 | 431 | 471 | 565 | 20.0% |
| Pending | 292 | 411 | 432 | 1,017 | 135% |
| Clearance rate | 98% | 76% | 94% | 49% | -48% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Timeliness of finalised cases (weeks) | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| Median | 19 | 18 | 25 | 21 | -16% |
| 80th percentile | 42 | 49 | 55 | 48 | -13% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Applications by enabling enactment for initiated cases | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| *Disability Act 2006* | 51 | 85 | 55 | 83 | 51% |
| *Equal Opportunity Act 2010* | 297 | 325 | 332 | 310 | -7% |
| *Health Records Act 2001* | 45 | 39 | 21 | 18 | -14% |
| *Mental Health Act 2014* | 38 | 55 | 41 | 11 | -73% |
| *Assisted Reproductive Treatment Act 2008* | 2 | 0 | 4 | 1 | -75% |
| *Voluntary Assisted Dying Act 2017* | 4 | 1 | 3 | 2 | -33% |
| *Racial and Religious Tolerance Act 2001* | 8 |  | 11 | 19 | 73% |
| *Privacy and Data Protection Act 2014* | 30 | 27 | 8 | 10 | 25% |
| Others | 17 | 36 | 26 | 565 | 2,073% |
| Total | **492** | **596** | **512** | 1,160 | 127% |

# Planning and Environment Division

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Caseflow | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| Initiations | 2,136 | 1,806 | 1,897 | 1,644 | -13% |
| Finalisations | 2,072 | 2,104 | 2,019 | 1,837 | -9.0% |
| Pending | 1,600 | 1,216 | 1,094 | 893 | -18% |
| Clearance rate | 97% | 117% | 106% | 112% | 5% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Timeliness of finalised cases (weeks) | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| Median | 29 | 33 | 27 | 25 | -7% |
| 80th percentile | 47 | 49 | 42 | 40 | -5% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Initiations | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| Planning and Environment | 2,013 | 1,731 | 1,824 | 1,540 | -16% |
| Land Valuation | 123 | 75 | 73 | 104 | 42% |
| Total | **2,136** | **1,806** | **1,897** | **1,644** | **-13%** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Finalisations | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| Planning and Environment | 1,923 | 2,099 | 1,933 | 1,768 | -8.5% |
| Land Valuation | 149 | 95 | 86 | 69 | -19.8% |
| Total | **2,072** | **2,104** | **2,019** | **1,837** | **-9.0%** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Pending | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| Planning and Environment | 1,512 | 1,146 | 1,040 | 818 | -21% |
| Land Valuation | 88 | 70 | 54 | 75 | 39% |
| Total | **1,600** | **1,216** | **1,094** | **893** | **-18%** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Initiated cases by enabling enactment | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| *Environment Protection Act 1970* | 19 | n/a | n/a | n/a | n/a |
| *Planning and Environment Act 1987* | 1,976 | 1,701 | 1,780 | 1,490 | -16% |
| *Environment Protection Act 2017* | n/a | 15 | 25 | 26 | 4% |
| *Valuation of Land Act 1960* | 111 | 52 | 57 | 77 | 35% |
| Others | 30 | 38 | 35 | 51 | -6% |
| Total | **2,136** | **1,806** | **1,897** | **1,644** | **-13%** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Initiated cases by case type | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| Major cases | 431 | 363 | 391 | 295 | -25% |
| Standard claims | 1,582 | 1,368 | 1,433 | 1,245 | -13% |
| Land valuation | 123 | 75 | 73 | 104 | 42% |
| Total | **2,136** | **1,806** | **1,897** | **1,644** | **-13%** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Applications by claim amount | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| <$15,000 | 243 | 269 | 296 | 302 | 2% |
| $15,000 - $100,000 | 135 | 98 | 82 | 63 | -23% |
| $100,000 - $1m | 609 | 616 | 608 | 418 | -31% |
| $1m - $5m | 346 | 344 | 403 | 336 | -17% |
| $5m - $20m | 150 | 106 | 135 | 114 | -16% |
| $20m + | 116 | 81 | 91 | 87 | -4% |
| Non Monetary Value | 537 | 292 | 282 | 324 | 15% |
| Total | **2,136** | **1,806** | **1,897** | **1,644** | **-13%** |
| Approximate total value ($ billion) | $9.69 | $8.32 | $7.71 | $8.74 | 13% |

Note: The 2022/23 figures for Planning and Environment List have been revised due to a retrospective inclusion of finalised dates for a number of cases. The changes impact figures published in previous reports, for both pending and finalised, at both the individual list and total level.

# Residential Tenancies Division

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Caseflow | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| Initiations | 44,685 | 39,587 | 45,863 | 51,092 | 11% |
| Finalisations | 34,132 | 33,711 | 45,310 | 64,428 | 42.2% |
| Pending | 16,419 | 22,462 | 23,545 | 10,760 | -54% |
| Clearance rate | 76% | 85% | 99% | 126% | 28% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Timeliness of finalised cases (weeks) | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| Median | 5 | 7 | 6 | 7 | 17% |
| 80th percentile | 13 | 22 | 26 | 65 | 150% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Applications by enabling enactment | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| *Residential Tenancies Act 1997* | 43,569 | 38,377 | 44,382 | 49,140 | 11% |
| *Victorian Civil and Administrative Tribunal Act 1998* | 1,061 | 1,193 | 1,470 | 1,931 | 31% |
| *Australian Consumer Law and Fair Trading Act 2012* | 46 | 6 | 3 | 5 | 67% |
| Others | 9 | 11 | 8 | 16 | 100% |
| Total | **44,685** | **39,587** | **45,863** | **51,092** | **11%** |

|  |  |
| --- | --- |
| Top 5 application types | 2023/24 |
| Possession - rent arrears | 14,267 |
| Bond repayment order | 9,171 |
| Bond and compensation | 8,070 |
| Further proceedings | 4,429 |
| Renewal of proceedings | 3,658 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Applications by applicant type | 2020/21 | 2021/22 | 2022/23 | 2023/24 | Variance |
| Homes Victoria (Director of Housing) | 1,462 | 2,724 | 4,310 | 5,069 | 18% |
| Residential rental provider | 31,626 | 25,533 | 28,471 | 30,754 | 8% |
| Private rental provider | 3,981 | 3,402 | 4,251 | 4,760 | 12% |
| Renter | 6,936 | 6,835 | 7,510 | 8,866 | 18% |
| Others | 680 | 1,093 | 1,321 | 1,643 | 24% |
| Total | **44,685** | **39,587** | **45,863** | 51,092 | 11% |