

Links and Access to Important Reference Material

Federal Jurisdiction - Information links:

If you require further information regarding a federal jurisdiction matter, please click [here](#).

Federal Jurisdiction Matters – Residential Tenancies

For Residential Tenancies matters click [here](#)

The following links provide information about the Court process and are broken up into 'before you apply', 'responding to a claim made against you', 'what happens after you apply' etc, so you would look at the different sections depending on your circumstances. Some are designed for applicants and others designed for respondents, so please view the information applicable to you.

1. For common residential tenancy issues and section numbers click [here](#)

2. Parties need to complete certain documents depending on the application type they lodged. This link details some of the documents and what cases it is needed for. Click [here](#).

Note: It's important to prepare for your hearing day so you have the documents you need and you're ready to present the best case possible.

At the hearing, the Magistrate/Judicial Registrar will make a decision based on the facts and evidence you present.

If you're a rental provider (landlord), in some cases you must fill in a summary of what your claim is. This is called a '[summary of proofs](#)'. Fill in the form for your application type:

- [Summary of proofs - possession due to rent arrears](#) – use this form if you applied for possession, after serving a Notice to Vacate for rent arrears, under the law in effect from 29 March 2021
- [Summary of proofs - termination and possession](#) – use this form if you applied for termination and/or possession under the COVID temporary laws that were in effect from 29 March 2020 to 28 March 2021.
- [Summary of proofs - rental provider's claim for bond or compensation](#)
- [Summary of proofs - application by a rooming house operator](#) – use this form if you are a rooming house operator applying for a possession order, after serving a Notice to Vacate, under the law in effect from 29 March 2021.
- [Summary of proofs - possession, abandonment, vacation](#) – use this form if you applied for possession before 29 March 2020.
- [Summary of proofs - all other applications for possession](#) – use this form if you applied for possession, after serving a Notice to Vacate for a reason other than rent arrears, under the law in effect from 29 March 2021.

3. The links below refer you to the Residential Tenancies Hub that users can generate a Notice to Vacate on. This takes out the guess work and makes sure your notice to vacate isn't short served. Click here for the [index](#) and here for when to send [notices](#).

4. To gain access to the Residential Tenancies Hub on the VCAT website for useful information click [here](#) to reach the login portal. This provides a centralised hub to keep track of all applications made by a user. Here you can apply for an application, generate a Notice to Vacate, breach of duty notices, renewals, request warrants of possessions etc.

NOTE: You cannot apply to the Magistrate' Court of Victoria Federal Jurisdiction using the Residential Tenancies Hub page. This is a VCAT resource and can only be used for guidance and reference purposes only.

5. There is also information on the Consumer Affairs Victoria website that tells you when you can make an application to VCAT/MCV after giving a notice to vacate. The information is located [here](#).

6. For Court decisions that affect parties from interstate and determine whether your case is to be filed with the Magistrates' Court of Victoria (MCV) or the Victorian Civil and Administrative Tribunal (VCAT) click [here](#). This link provides information for parties residing interstate and explaining MVC's and VCAT's jurisdictional stance after the decision of *Meringnage v Interstate Enterprises Pty Ltd* and *Burns v Corbett*.

Consumer Affairs Victoria (CAV)

Consumer Affairs Victoria provides advice education and conciliation services to consumers, businesses, renters and residential rental providers on their rights and responsibilities. CAV also regulates compliance with consumer laws and registers and licenses businesses and occupations. Referrals are made to CAV where it is clear that the caller is seeking advice as to their rights and responsibilities. For any information about your rights and obligations as an Australian consumer or information about the Australian Consumer Law, please go to the Consumer Affairs Victoria Website or contact them by phone on the details below:

Website: www.consumer.vic.gov.au

Tenancy Assistance and Advocacy Program (TAAP) click [here](#)

Phone: 1300 55 81 81

Tenants Victoria

A specialist service offering free telephone advice and advocacy for renters/residents in residential rental accommodation. Tenants Victoria does not give advice to Residential Rental Providers (Landlords, who may phone Consumer Affairs Victoria) or to issues regarding disputes with co-renters (who may phone the Dispute Settlement Centre of Victoria). If you are a renter seeking additional assistance and legal advice, please contact Tenants Victoria using the below links and telephone numbers:

The Website offers an array of self-help resources that renters may wish to access when responding to or initiating a rental dispute at a court or tribunal. Click on the link and use the information below to know more:

Website: www.tenantsvic.org.au

Phone: (03) 9416 2577 (Tenants Advice Line)

Phone: 1800 068 860 (For Social Housing Tenants)

Phone: (03) 9411 1444 (For Administration & Community Worker Assistance)

Email: admin@tenantsvic.org.au

Residential Tenancies Bond Authority

The Residential Tenancies Bond Authority holds all Victorian residential tenancy bonds in trust for Rental Providers and Renters or owners and residents, including those on rented premises, long-term caravans, rooming houses and sites under site agreements. If your enquiry relates to a bond or you require assistance to get further information about a bond that relates to you, please refer to the below information:

Website: www.rentalbonds.vic.gov.au

Ask the Residential Tenancies Bond Authority at www.consumer.vic.gov.au/askRTBA

Phone: 1300 137 164

If you need to speak to a lawyer and get some free legal advice:

Victoria Legal Aid

Victoria Legal Aid provides a free legal advice line to Victorians. Legal representation is prioritised according to an eligibility criteria. There is a VLA duty lawyer available to assist renters and other eligible persons with alternate claims.

For legal assistance, please contact Victoria Legal Aid through Legal Help on 1300 792 387.

Webchat is also accessible through the Victoria Legal Aid website via online legal [help](#).

Victoria Legal Aid also have resources on their website at: www.legalaid.vic.gov.au.

Disability Discrimination Legal Service

Disability Discrimination Legal Service is a statewide community legal centre that specialises in disability discrimination legal matters. It provides information and advice on the Disability Discrimination Act 1992 (Cth) and the Equal Opportunity Act 2010 (Vic). For legal advice under the Equal Opportunity Act 2010 (Victoria) or the Disability Discrimination Act 1992 (Commonwealth), please contact Disability Discrimination Legal Service from Tuesday to Friday between 11 am to 5 pm.

The firm can be contacted by email: info@ddls.org.au or by phone: (03) 96548644.

For more information about the services provided by Disability Discrimination Legal Service go to <http://ddlsaustralia.org/about-us/our-services/>.

Federation of Community Legal Centres Vic

The Federation of Community Legal Centres provides a 'Find a Community Legal Centre' service online. To access these services in your area, enter the postcode to locate the nearest generalist community legal centre. This organisation also provides information regarding the different types of legal centres in Victoria. For more information about these services or to access these services and get some legal advice, please use the information below:

Website: www.fclc.org.au

Phone: (03) 9652 1501

Email: administration@fclc.org.au

Justice Connect – Homeless Law

Offers specialist legal service for individuals who are homeless or at risk of homelessness and family violence specific to tenancy claims. Justice Connect are also able to assist with social/community/public housing provider eviction matters. They will assist in some eviction matters with private rental providers, however, cannot assist with renter on renter matters. Please refer to the contact information below. This service is means tested and the criteria to determine eligibility is also below.

Justice Connect Homeless Law provide services in relation to tenancy law and is focussed on eviction prevention and can assist with the following kinds of matters:

- if the Residential Rental Provider is trying to evict the renter, in particular if the Residential Rental Provider has issued a notice to vacate, is seeking a possession order, or there is a hearing listed for possession,
- the Residential Rental Provider is applying for a compliance order against the renter,
- changes to fixed term leases due to family violence (this includes ending fixed term leases, or transferring the tenant to a sole lease),
- some Residential Rental Provider compensation and debt claims,
- creation and transfer of a tenancy.

Please refer to the following link to see if you are [eligible](#). Should you qualify, you may also request and receive assistance from one of Justice Connects social workers when receiving legal assistance.

NOTE: Eligible clients will be booked into one of Justice Connects Homeless Law's seven outreach clinics and can receive ongoing legal representation, including advice, negotiation and representation both at courts and VCAT.

To gain access to Justice Connect and their services, please use the links below:

1. [Complete the online form](#) - this is the quickest way to receive assistance
2. Call on (03) 8636 4408
3. Email on homelesslaw@justiceconnect.org.au

Do you know about Dear Landlord?

Dear Landlord, is an online self-help tool and can help renters in private rental situations who are in rent arrears. It helps renters to:

- Understand their options if they're behind in rent,
- Negotiate with a Residential Rental Provider, including writing a payment plan letter,
- Find financial and legal support options.

Dear Landlord can now also help renters ask for a rent reduction and gives detailed guidance on how to apply for the COVID-19 rent relief grant. If this is you, click [DEAR LANDLORD](#)

[For Koori Support Services and Information, please refer to the below:](#)

Website:

<https://www.vcat.vic.gov.au/help-and-support/support-services/for-koori-people>
www.vcat.vic.gov.au/koori

Videos:

<https://vimeo.com/434226026>
<https://www.youtube.com/watch?v=fEPf0sOTAz4>

Direct Contact Information:

If you wish to speak with the Koori Support Team directly, please refer to the details below:

Email: Koori.Support@vcat.vic.gov.au

Telephone: 0417 516 335 (Helpline)

Koori Legal Assistance

Victorian Aboriginal Legal Service (VALS)

Victorian Aboriginal Legal Service provides referrals, advice and information and case work assistance to Aboriginal and Torres Strait Islander peoples. Solicitors at VALS specialise in criminal law, family law and civil law. Please refer to the information below for further assistance.

Website: www.vals.com.au

Phone: 1800 064 865

Djirra

Djirra is a specialist Family Violence organisation, predominately for Aboriginal and Torres Strait Islander women that delivers culturally informed family violence legal and non-legal support services. Djirra's Individual Support Service (ISS) offers personalised emotional, cultural and practical support to Aboriginal women and their children who are dealing with family violence or have experienced it in the past and are still not safe. The service aims to empower Aboriginal women and their children to build strong, safe independent and positive lives free from family violence. Djirra also assist clients with referrals to other services if they are unable to assist.

For further information or to engage with their services and supports, please contact them using the information below.

Website: <https://djirra.org.au/what-we-do/legal-services/#afvls>

Community education and early intervention and prevention programs: <https://djirra.org.au/what-we-do/#workshops>

Phone: (03) 9244 3333